Table of Contents

Important Safety Instructions vii

Introduction 1

- Welcome 2
- How to Use this Guide 2
- About Your DISH Network Account 4
- Watching TV Now 5
- Additional Services 7
- About Satellite TV Reception 7
- Why Connect to a Phone Line or Broadband 8
- Moving On-screen Logo 8

Satellite Receiver 11

- Satellite Receiver Overview 12
- Satellite Receiver Front Panel 12
- Satellite Receiver Back Panel 12
- Remote Control 13
- Using the On-screen Menus 17
- Using Text Fields 18

Watching TV 21

- Changing Channels 22
- Using the Program Guide 22
- Using the Browse Banner 24
- Using Themes and Search 25

Pay Per Programs 27

- Pay-Per-View 28
- DISH On Demand 28
- Considerations 29

Favorites Lists 31

- What are Favorites Lists? 32
- Creating or Changing Favorites Lists 32
- Naming Favorites Lists 33
- Using Favorites Lists 33

Locks 35

- What are Locks? 36
- Creating or Changing Ratings Locks 36
- Creating or Changing Channel Locks 37
- Locking or Unlocking Pay-Per-View Channels 38
- Hiding Adult Content or Locked Channels 38
- Locking or Unlocking the Front Panel 39
- Creating or Changing a Password 40
- Locking and Unlocking Your Receiver 41

Interactive TV 43

- DishHOME Interactive TV 44
- Customer Service 44

Digital Video Recording 45

- What is DVR? 46
- Pausing a Program 46

Reversing, Fast Forwarding, and Skipping 47
Slow Motion and Frame-By-Frame 47
Recording a Live Program 48
Playing a Recorded Program 48
Deleting Recorded Programs 49
Grouping and Sorting Recorded Programs 49
Enabling Record Link 49

Record Future Programs 51

Timers and Recordings 52
Using the Timers List 53
Using the Daily Schedule 54
Creating an Automatic Timer 56
Creating a Manual Timer 57
Creating a DishPASS™ Timer 58
Deleting a Timer 59

Remote Control Setup 61

Improving Receiver Control 62
Operating Other Devices 66
The Recover Button 73
Sending Discrete Power On and Off 74

Customizing Receiver 75

Using Multimedia 76
Using Caller ID 77
Customizing the Guide and Channel Lists 78
Changing Languages 80
Using Closed Captioning 81
Using Dolby® Digital Surround Sound 82
Resetting to Factory Defaults 83
Scheduling Receiver Updates 83
Inactivity Standby 84

Connections 85

- Connecting to the TV 86
- Connecting to Your Dish Antenna 90
- Connecting the Phone Line 91
- Connecting a Broadband Internet Connection .. 93
- Connecting an Over-the-Air Antenna 93
- Scanning for Over-the-Air Channels 94
- Using Troubleshooting Tools 97

Reference 99

- Troubleshooting Tables 100
- Remote Control Device Codes 112

Appendix 115

- Limited Warranty 116
- Residential Customer Agreement 118
- Staying Legal 123
- FCC Compliance 124

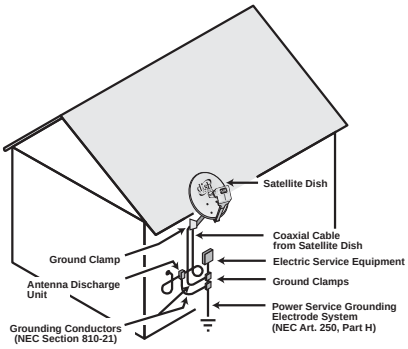
Index 127

Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with a dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Use only attachments/accessories specified by the manufacturer.
12. Unplug this apparatus during lightning storms or when unused for long periods of time.
13. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as the power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

Apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.

Note to Satellite TV System Installer: This reminder is provided to call the satellite TV system installer's attention to Article 820-40 of the National Electrical Code (NEC) that provides guidelines for proper grounding and, in particular, specifies that the cable ground shall be connected to the grounding system of the building as close to the point of cable entry as practical.


Satellite Dish
Coaxial Cable from Satellite Dish
Electric Service Equipment
Ground Clamps
Power Service Grounding Electrode System (NEC Art. 250, Part H)
Ground Clamp
Antenna Discharge Unit
Grounding Conductors (NEC Section 810-21)

- Operate the receiver using only the type of power source indicated on the marking label. Unplug the receiver power cord by gripping the power plug, not the cord.
- Do not overload wall outlets or extension cords; this can result in a risk of fire or electrical shock.
- Never insert objects of any kind into the receiver through openings, as the objects may touch dangerous voltage points or short out parts. This could cause fire or electrical shock.
- Do not locate the antenna near overhead light or power circuits, or where it can fall into such power lines or circuits. When installing the antenna, take extreme care to avoid touching such power lines or circuits, as contact with them can be fatal.
- Do not attempt to service the receiver yourself, as opening or removing covers may expose you to dangerous voltage, and will void the Limited Warranty. Refer all servicing to authorized service personnel.

Proper Care of Your Equipment

- Always handle the satellite receiver carefully. Excessive shock and vibration can damage the hard drive.
- Unplug the receiver from the AC power outlet before cleaning.
- Always turn the receiver off, unplug it and let it sit for at least 30 seconds before moving it.
- The use of accessories or attachments not recommended by the receiver manufacturer will void the Limited Warranty.
- Do not place the receiver in an enclosure (such as a cabinet) without proper ventilation.
- Do not stack the receiver on top of or below other electronic devices as this can cause heat build-up and vibration.
- Do not install the receiver in any area where the temperature can be less than 40°F or more than 113°F. If the receiver is cold to the touch, do not plug it in immediately. Let it sit unplugged at room temperature for at least 45 minutes before plugging it in.
- Use an outlet that contains surge suppression or ground fault protection. During an electrical storm or when the receiver is left unattended and unused for long periods of time, unplug the power cord from the wall outlet, disconnect the lines between the receiver and the antenna, and disconnect the telephone line. This will provide additional protection against damage caused by lightning or power line surges.

On some TVs, the presence of fixed images for extended periods of time may cause them to be permanently imprinted on the screen. Consult your TV user guide for information on whether this is a problem for your TV, what operating/viewing restrictions apply to avoid this problem, and associated TV warranty coverage.

Introduction

Introduction to DISH Network Services

What you'll find in this chapter:

- WELCOME
- HOW TO USE THIS GUIDE
- ABOUT YOUR DISH NETWORK ACCOUNT
- WATCHING TV NOW
- ADDITIONAL SERVICES
- ABOUT SATELLITE TV RECEPTION
- WHY CONNECT TO A PHONE LINE OR BROADBAND
- MOVING ON-SCREEN LOGO

WELCOME

Thank you for choosing DISH Network. You are about to experience the excitement and convenience of our Direct Broadcast Satellite (DBS) service, which delivers the very best picture and sound quality. DISH Network consistently provides the latest products and satellite-delivered services—with high performance, ease of operation, and a wide variety of entertainment options.

Your new DISH Network Digital Video Recorder (DVR) receiver has three tuners (two satellite and one over-the-air) for recording and playback in standard or high definition. Additionally, the DVR features and a host of other functions make it one of the most versatile and exciting devices in home entertainment.

This satellite receiver lets you decide how you watch TV. You can record and play back audio and video with full digital quality. You can pause a live program and not miss any of the action or you can record a program to watch later, without a VCR.

HOW TO USE THIS GUIDE

This section explains how the guide is divided and the conventions used throughout.

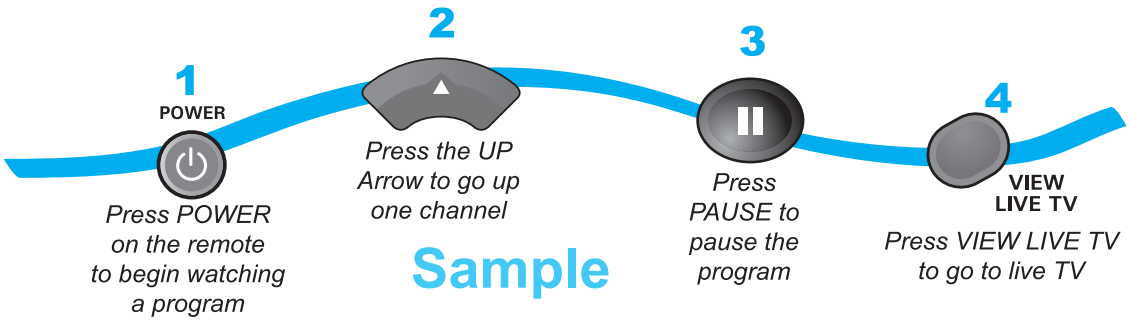
Guide Overview

This guide contains several chapters to make it easy for you to find what you need:

- *Chapter 1 - Introduction* gives you a brief overview of DISH Network and your new receiver.
- *Chapter 2 - Satellite Receiver* explains the basic features of your system and how to use the remote control, front panel buttons, and back panel connections.
- *Chapter 3 - Watching TV* describes how to change channels and look for programs.
- *Chapter 4 - Pay Per Programs* shows you how to order and watch Pay-Per-View and DISH On Demand programs.
- *Chapter 5 - Favorites Lists* explains how to create, name, and use favorites lists.
- *Chapter 6 - Locks* explains how to set locks and passwords.
- *Chapter 7 - Interactive TV* describes how to use the Dish**HOME** Interactive TV features of your satellite TV system.
- *Chapter 8 - Digital Video Recording* explains how to use the recording features of your satellite TV receiver to maximize your viewing pleasure.
- *Chapter 9 - Record Future Programs* shows you how you can record and play back your favorite programs when you want to watch them.
- *Chapter 10 - Remote Control Setup* contains instructions for programming your remote to control your satellite receiver and equipment like a TV or VCR.
- *Chapter 11 - Customizing Receiver* shows you how to customize your receiver.
- *Chapter 12 - Connections* explains how to connect your satellite receiver to your TV and other equipment, such as a TV or VCR.
- *Reference* includes troubleshooting steps for common issues and remote control device codes.
- *Appendix* includes the warranty, the Residential Customer Agreement, and FCC compliance information.

Guide Conventions

- The names of remote control buttons are all uppercase.
  Example: Press SAT.
- On-screen options are bold
  Example: Select **System Setup**.
- Select means to move the highlight to an on-screen option or choice in a list and press SELECT on the remote control.
  Example: Select the **Locks** option.
- Back panel connections of the satellite receiver are small uppercase.
  Example: Look at the **SATELLITE IN** connections.
- The instructions in this guide are shown in two ways:
  - Instructions in the form of pictures are handy if you'd like to learn something quickly. These instructions are numbered left to right as shown in the sample below.
  - Instructions that are written out are helpful if you'd like to learn more details.

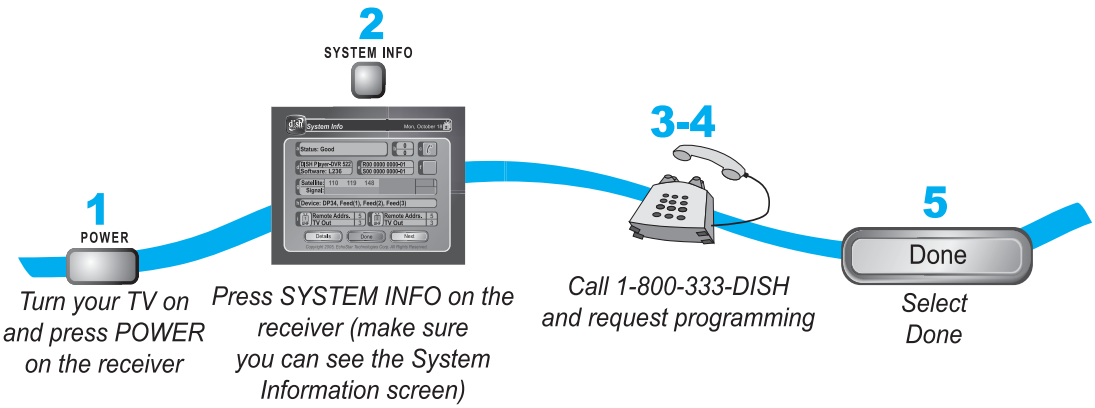


About Your DISH Network Account

This section describes how to order your packages and provides information on how to find information about your DISH Network account.

Ordering Your Programming Packages

Before you can enjoy your new receiver, order your programming packages. You can also add programming using the Customer Support Application through Dish**HOME** (see page 44 for more details).



1. Press POWER on the front panel to turn on the receiver.
2. Press SYSTEM INFO on the front panel to display the receiver's System Information menu on the nearby TV screen.
3. Call 1-800-333-DISH (3474) and tell the Customer Service Center the system has been installed and you would like to begin receiving services. A representative will explain the available program packages. Give the representative information from the System Information screen, as requested.
4. Your services will be turned on via the satellite signal. This process usually takes just a few minutes.
5. Select **Done**.

Where to Find Information on Your Account

If you want to know about charges to your DISH Network account or if you would like to make changes to your programming packages, be sure to have your account information handy and choose one of the following:

- Go to our website at www.dishnetwork.com/my account.
- Press MENU on your remote control and then select **Customer Service**.
- Call DISH Network by calling 1-800-333-DISH (3474).

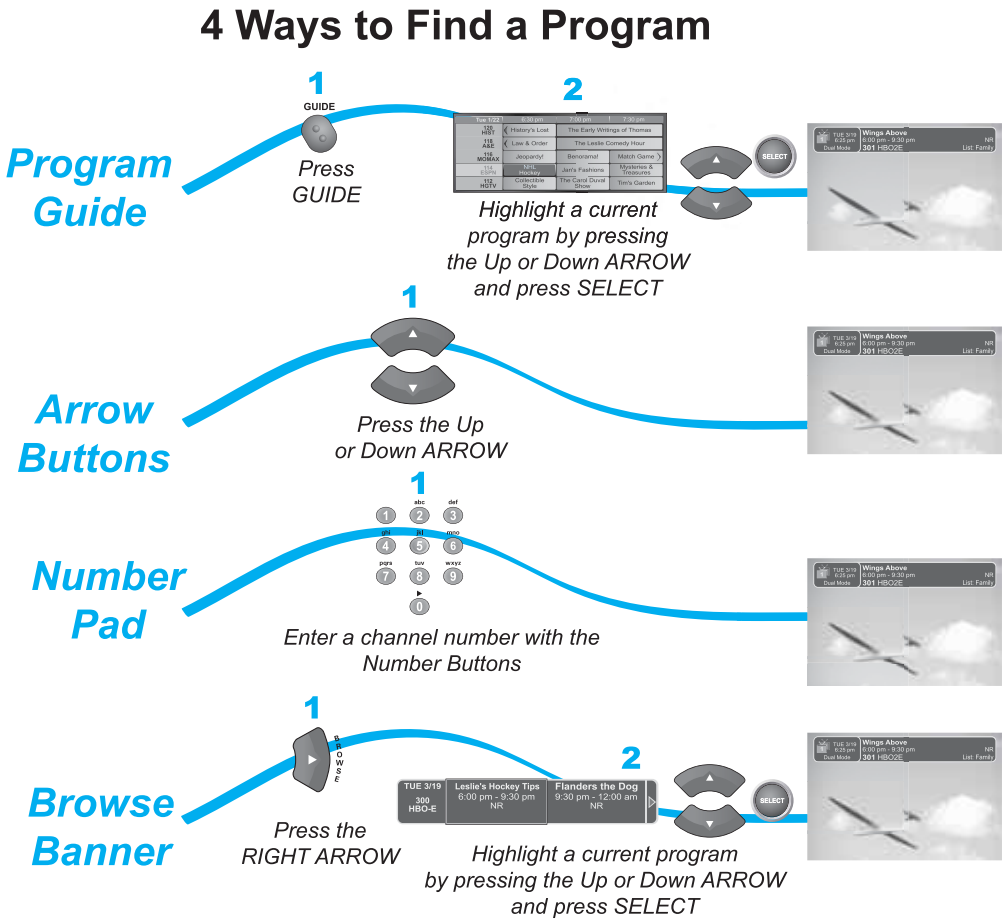
Note: Additional authorization may be required before high definition programming and/or over-the-air broadcasts can be viewed; additional fees may apply.

WATCHING TV NOW

After you have ordered your programming package, you can begin enjoying the features of your new satellite TV receiver. When you complete these simple tours, you'll be familiar with the remote control and be able to find a program to watch; pause live TV; and record your favorite shows.

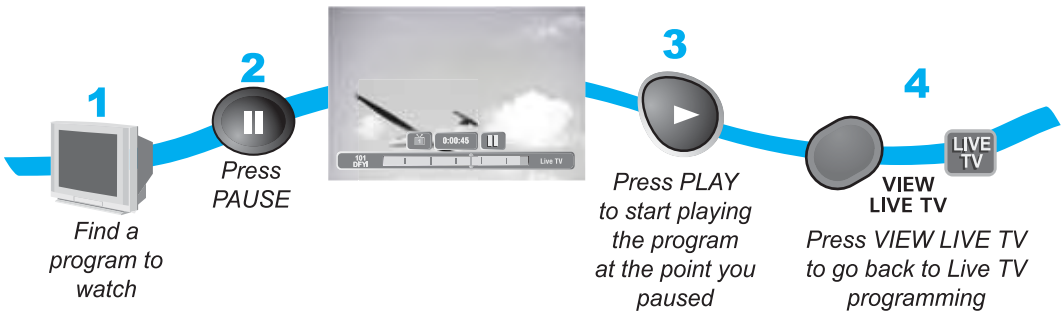
Finding a Program to Watch

If you want to know more about watching TV, see *Chapter 3 - Finding Programs to Watch* starting on page 21.



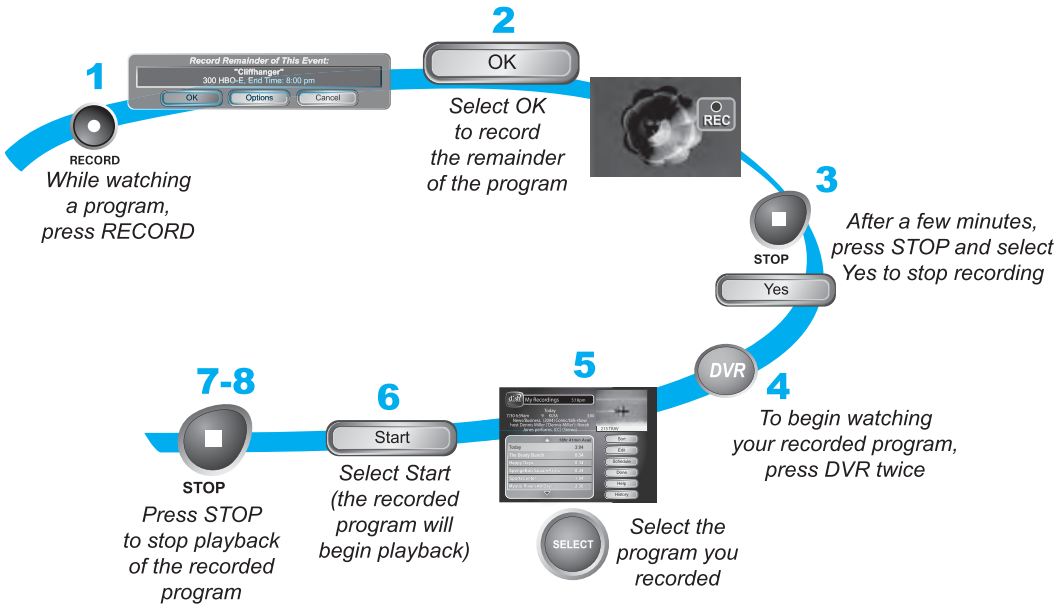
Pausing Live TV

Here's something you can't do with regular old TV: pause live TV because someone's at the door or calling you on the phone. For more about the pause feature of your receiver, see *Pausing a Program* on page 46.



Recording and Playing Back a Program

Take this tour to learn how to make basic recordings of your favorite shows. For more about the DVR features of your receiver, see *Chapter 8 - Digital Video Recording* starting on page 46.



Additional Services

Pay-Per-View

Catch all the action on Pay-Per-View. Take a break from regular TV and order the latest movies, sports, and special events. For details on ordering Pay-Per-View events, see page 28. Be sure to connect an active phone line or broadband Internet connection to your receiver before you order a Pay-Per-View event (see the instructions on page 91).

DISH On Demand

Enjoy movies and other programming any time without schedules, without waiting and without leaving your home. For details on ordering DISH On Demand events, see page 28.

DishHOME

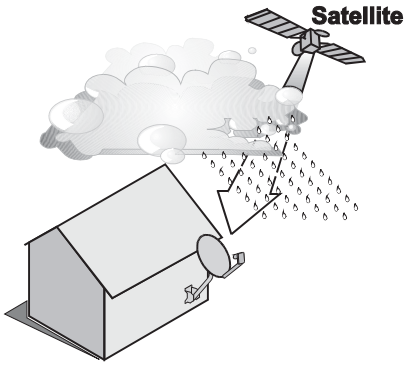
On Dish**HOME** (press DISH on your remote control), you'll find news, sports, weather information, TV and movie buzz, customer service, games, and more.

About Satellite TV Reception

Satellite television uses satellites in a stationary orbit over the Earth to deliver television and audio programming. This type of orbit enables the satellites to stay aligned over one place on the surface of the Earth. Once the satellite dish is aimed at the satellite, the dish does not have to move to follow it.

Rain and Snow Fade

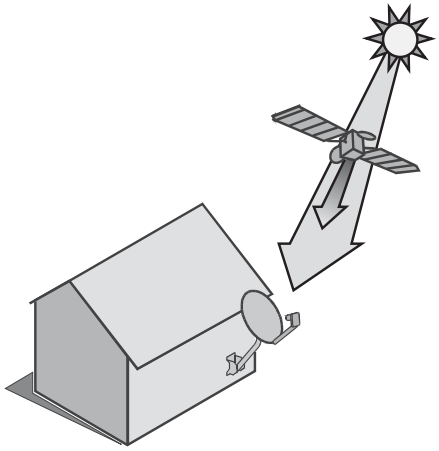
Heavy rain, snow, or dense cloud cover can reduce the satellite signal, which may interrupt your programming service. Your service will return after the weather condition has passed. Aiming the satellite dish to get the strongest signal during installation will help prevent rain and snow from interrupting the signal.



Solar Interference

Twice a year, the sun moves to a position behind the DISH Network satellite as it orbits the Earth. This event occurs during a few days at the beginning of the spring and the beginning of the autumn and lasts only a few minutes.

During these brief periods, you will not be able to see programs on DISH Network. When the sun has moved from behind the satellite, the programs will reappear. This is an unavoidable natural event and has an adverse effect on many satellite program providers.



Why Connect to a Phone Line or Broadband

Your satellite receiver is equipped with a standard telephone jack that you use to connect to an active telephone line. Keep the receiver connected to an active telephone line so that you will be able to order pay-per-view programs using your remote control, use all of the Dish**HOME** Interactive TV features, and other services from DISH Network (see the instructions on page 91).

Your satellite receiver can be connected to your broadband home network. Currently this connection allows you to order pay-per-view programs using your remote control, with additional features and services added in the future (see connection instructions on page 93).

Moving On-screen Logo

Whenever the receiver is turned off using the remote control or front panel POWER button, you will see the DISH Network logo and helpful tips on your TV screen. This feature is included with your receiver to assure you that the connections between your receiver and TV(s) are not lost, and also provides useful information about your receiver and its features. Press POWER or SELECT on the remote control to resume watching satellite TV programming.

The system is currently NOT locked. To set the parental controls, lock the system from the Locks menu.
Press INFO to open locks
Press SELECT to Watch TV

TIPS

- **Always have the latest software** - Turn off the receiver when you're not using it.
- **Order Pay-Per-View with your remote control** - Keep an active phone line or broadband Internet connection connected to the receiver. Not only will you have Pay-Per-View at your fingertips, but you'll also avoid unnecessary charges.

QUESTIONS

- **How do I find something to watch?** Refer to page 5. For more information on finding something to watch, see *Chapter 3 - Finding Programs to Watch*.
- **Why are some of the channels red in the Program Guide?** The channels that are red in the Program Guide are those which are not currently in your subscription. If you'd like to add channels, call 1-800-333-DISH (3474), go to www.dishnetwork.com/myaccount, or use the Customer Support Application through Dish**HOME** (see page 44 for more on the Customer Support Application).
- **I'm looking at program information in a guide I bought at the grocery store, but nothing matches what's on my DISH Network receiver, is something wrong?** No. DISH Network programming may vary from what you'll find in a local publication. For best results, use the Program Guide on your receiver or order *DISH Entertainment Magazine*.

Satellite Receiver

About Your Satellite Receiver

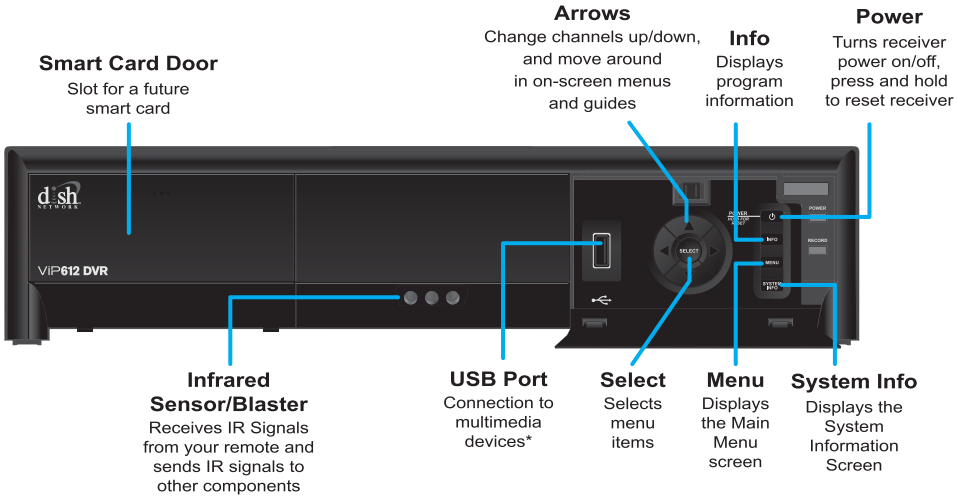
What you'll find in this chapter:

- SATELLITE RECEIVER OVERVIEW
- SATELLITE RECEIVER FRONT PANEL
- SATELLITE RECEIVER BACK PANEL
- REMOTE CONTROL
- USING THE ON-SCREEN MENUS
- USING TEXT FIELDS

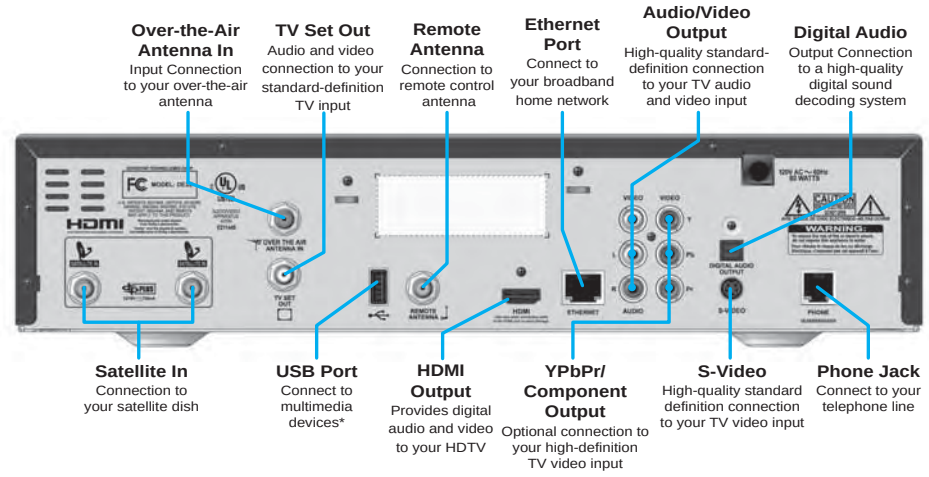
Satellite Receiver Overview

- This receiver is an advanced MPEG-4 dual-tuner, single-TV high-definition (HD) satellite receiver with integrated digital video recorder (DVR).
- View and record DISH Network high-definition (HD) and standard-definition (SD) programming.
- Watch one program while recording another program, or record two programs while watching a pre-recorded program.
- View and record digital over-the-air broadcasts using the receiver's built-in digital over-the-air tuner.

Satellite Receiver Front Panel


Smart Card Door
Slot for a future smart card
Arrows
Change channels up/down, and move around in on-screen menus and guides
Info
Displays program information
Power
Turns receiver power on/off, press and hold to reset receiver
VIP612 DVR
Infrared Sensor/Blaster
Receives IR Signals from your remote and sends IR signals to other components
USB Port
Connection to multimedia devices*
Select
Selects menu items
Menu
Displays the Main Menu screen
System Info
Displays the System Information Screen

Satellite Receiver Back Panel


Over-the-Air Antenna In
Input Connection to your over-the-air antenna
TV Set Out
Audio and video connection to your standard-definition TV input
Remote Antenna
Connection to remote control antenna
Ethernet Port
Connect to your broadband home network
Audio/Video Output
High-quality standard-definition connection to your TV audio and video input
Digital Audio
Output Connection to a high-quality digital sound decoding system
Satellite In
Connection to your satellite dish
USB Port
Connect to multimedia devices*
HDMI Output
Provides digital audio and video to your HDTV
YPbPr/ Component Output
Optional connection to your high-definition TV video input
S-Video
High-quality standard definition connection to your TV video input
Phone Jack
Connect to your telephone line

*Some USB multimedia devices may not be compatible.

REMOTE CONTROL

The remote control gives you access to all the features of your satellite receiver. You can set up the remote control to operate the satellite receiver and up to three other devices (see page 66). These devices can be a TV, a VCR or DVD player, and a third device.

The remote control uses Ultra-High Frequency (UHF Pro) signals which travel long distances and go through walls and other solid objects. Be sure to connect the remote control antenna to the **REMOTE ANTENNA** port on the receiver's back panel.

Batteries

The remote control comes with AAA batteries. When you replace old batteries, you should replace all of the batteries. Use batteries of the same kind, for example, alkaline or carbon zinc. Don't mix batteries of different kinds. Alkaline batteries last longer. To change the batteries:

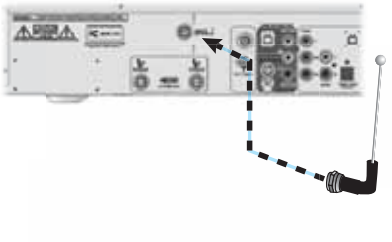
1. Press down on the top of the battery cover and slide the cover off.
2. Take out all of the old batteries.
3. Put the new batteries in. Make sure you match the plus ("+") ends with the plus markings on the battery case.
4. Slide the cover back into place.

Low Battery Warning

When you see a low battery warning message on your screen below the Program Banner, the batteries in your remote control are weak and need to be replaced.

Attach the Remote Control Antenna

Attach the UHF remote control antenna to the receiver's back panel **REMOTE ANTENNA** input so you can use your UHF Pro Remote Control. Without the remote control antenna, you cannot use the remote to operate the receiver. See *Adjusting the Remote Antenna* on page 64 for more detailed information about improving the performance of your UHF Pro remote control.



Remote Control Buttons—SAT Mode

To use the features described in this section, make sure you are in SAT mode by pressing the SAT Mode button. SAT

Volume & Mute Buttons
Control TV volume
Programming required

Receiver Power & TV Power
Top button turns the receiver on/off, **bottom button** turns the TV on/off
Programming required

Page Buttons
Page up/down in menus and display options

Program Guide
Display current and future satellite program listings

Menu
Access receiver features and settings

Arrows/Select Buttons
Channel up/down, navigate through menus/guides and select a desired option

Themes
Search for programs using Themes

Recall
Go back to last channel viewed

Browse
See what is on other channels while watching TV

Info
Display program information

View Satellite Programming
Exit out of any menu/ guide and go back to viewing live TV

Digital Video Recorder (DVR) Buttons
Pause live TV and play or record programming

DISH
Explore interactive TV features

Recover
Recovers satellite programming if your TV input or channel has changed

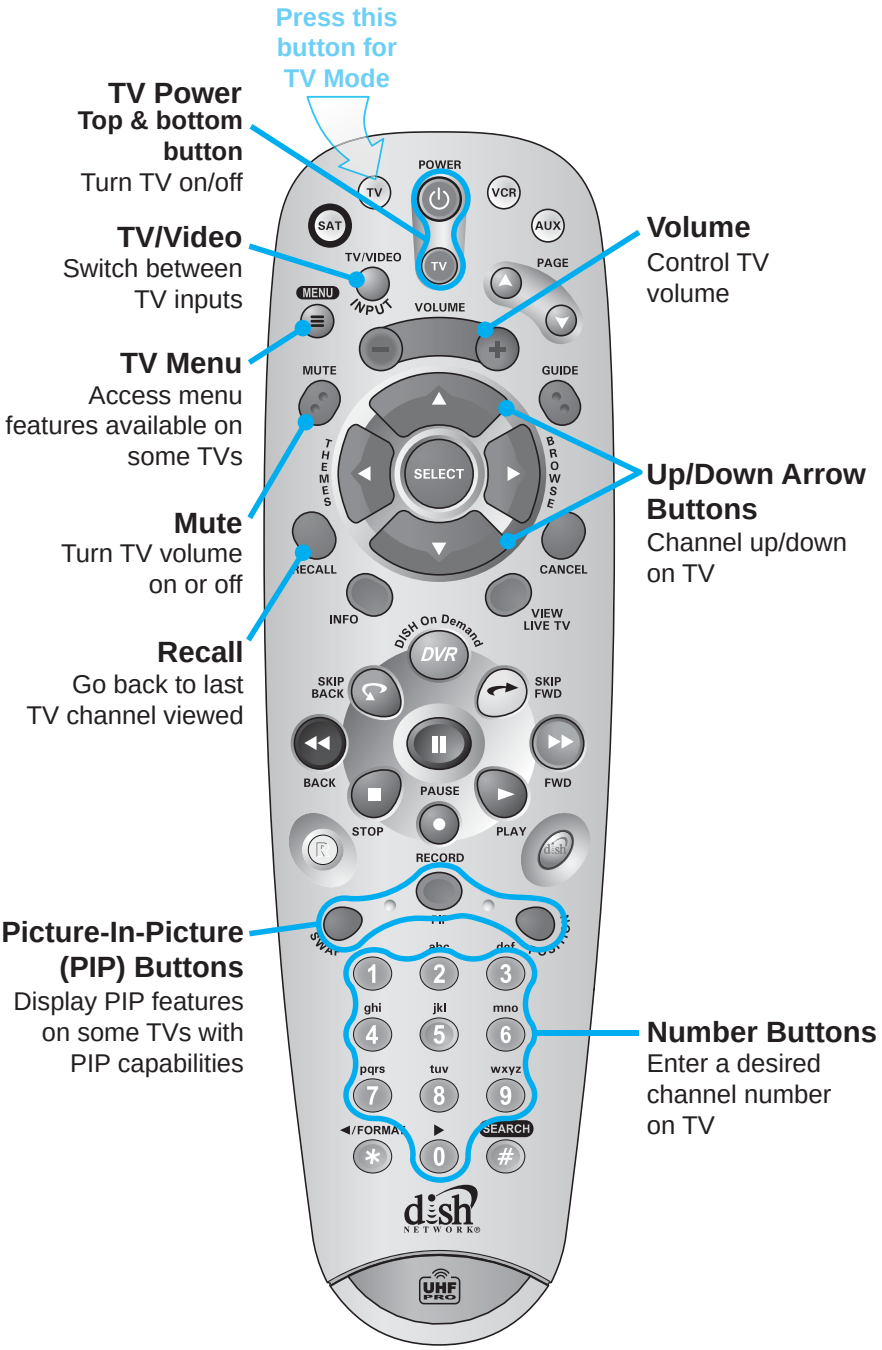
Number Buttons
Enter a desired channel number, or select menu items

Format
Format the picture to the desired width to match the program you are viewing

Search
Search for a program

Remote Control Buttons—TV Mode

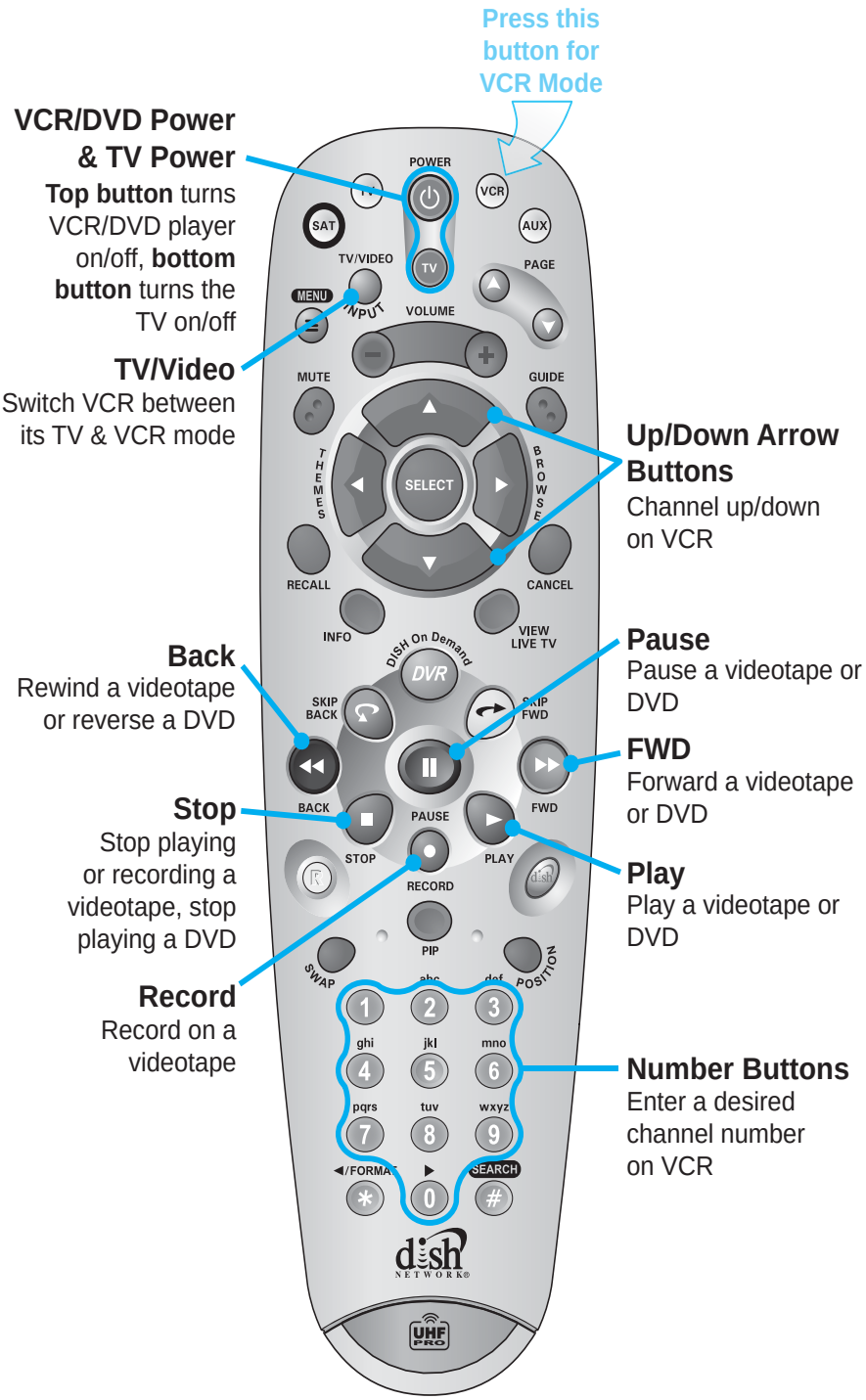
To use the features described in this section, make sure you are in TV mode by pressing the TV Mode button. (TV) Remote programming is required.



Note: *Remote operation is different on DISH Network TVs. See your DISH Network TV User's Guide for proper operation.*

Remote Control Buttons—VCR Mode

To use the features described in this section, make sure you are in VCR mode by pressing the VCR Mode button. You can use this mode to operate your DVD player instead of a VCR. Remote programming is required.



USING THE ON-SCREEN MENUS

The on-screen menus make using the receiver and selecting programs quick and easy. Use the menus to control the receiver and to use its features, such as setting locks, choosing a program, or creating a favorites list.

Open and Close Menus

You can open the menus in either of two ways:

- Press MENU on the remote control to open the Main Menu, then select any of the other menus from the Main Menu.
- Use the following buttons on the remote control to quickly open certain features:
  - Press GUIDE to open the Program Guide.
  - Press THEMES (LEFT ARROW) when watching a program to open the Themes and Search menu.
  - Press BROWSE (RIGHT ARROW) to display the Browse Banner.
  - Press DVR to access the My Recordings List.

To close a menu and return to watching a program, press VIEW LIVE TV.

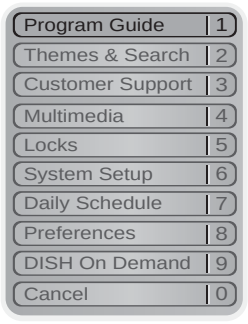
Highlighting Menu Options

Use the remote control ARROWS to move the on-screen highlight to menu options. When you move the on-screen highlight, the option becomes amber.

Selecting Menu Options

When you select a menu option, that option takes effect right away. You can select a menu option in one of two ways:

- Move the highlight to the menu option using the remote control ARROW buttons. Then press SELECT to choose the highlighted option. In the example, Program Guide is highlighted.
- If an option has a number next to it, press the number on the remote control NUMBER PAD that matches the option. When you use the NUMBER PAD, you do not need to highlight the option or press the SELECT button.



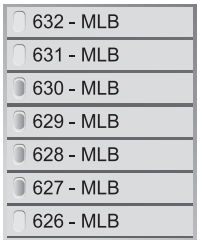
List of Choices in the Menus

When you make a choice in a list, the receiver does not apply the change until you select **Save** or **Done**. If you do not want to save any changes, select **Cancel** to discard all the changes made in the menu.

There are two types of lists:

- A single choice list allows you to select only one choice at a time. If you select another choice, your previous choice is deselected.

- A multiple choice list allows you to select more than one choice at one time. If you select another choice, your previous choice(s) stays selected.



Canceling a Procedure

You can cancel a procedure in any of three ways:

- If you want to return to watching a program, press VIEW LIVE TV.
- If you want to return to the previous menu, press CANCEL.
- If you wait a few moments, the menu closes automatically, discarding any changes you have made.

USING TEXT FIELDS

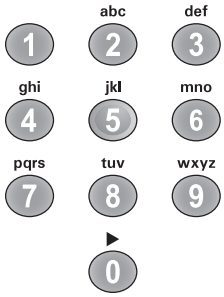
When you use features on the receiver, you might be required to enter information, such as the name of a movie when using Search, into areas known as text fields. Your receiver has two ways to enter the information:

- On-screen Keyboard
- Remote Control NUMBER PAD

Using the On-screen Keyboard

Use the on-screen keyboard letters to type the information. Use the LEFT, RIGHT, UP, and DOWN ARROWS to navigate around the keyboard. Press SELECT to enter the characters you want.

Using the Remote Control Number Pad



Use the letters above the NUMBER PAD on the remote control—just like on a telephone—while the highlight is in the field. For example, when looking for the channel and times to watch *Rudy Friml Presents*, you press 7 three times for an R, 8 two times for a U, 3 one time for a D, and 9 three times for a Y to spell the word “Rudy.”

While in the Text Field

When the cursor is in the text field:

Press the LEFT ARROW to delete characters.

Press FORMAT/* to backspace without deleting characters.

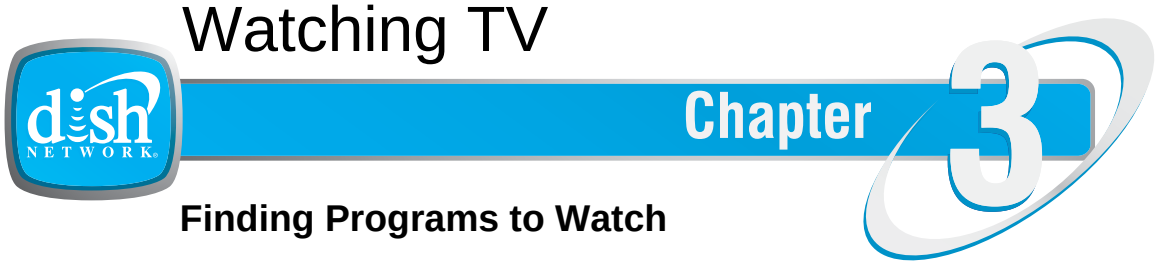
Press 0 to enter a blank space, such as between words.

Use the RIGHT ARROW to forward space without deleting characters.

TIPS

- If you do not do anything in a menu for several minutes, the menu automatically closes. This discards any changes you made, and displays the program you were watching.
- On the remote control, press FORMAT/* to change the aspect ratio (display shape) of HD and SD channels.

Watching TV



Finding Programs to Watch

What you'll find in this chapter:

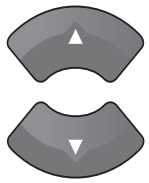
- CHANGING CHANNELS
- USING THE PROGRAM GUIDE
- USING THE BROWSE BANNER
- USING THEMES AND SEARCH

CHANGING CHANNELS

There are two basic ways to change the channel on your satellite TV receiver:

- Use UP and DOWN ARROWS on your remote control
- Enter a channel number with the NUMBER PAD

Using the Up and Down Arrows



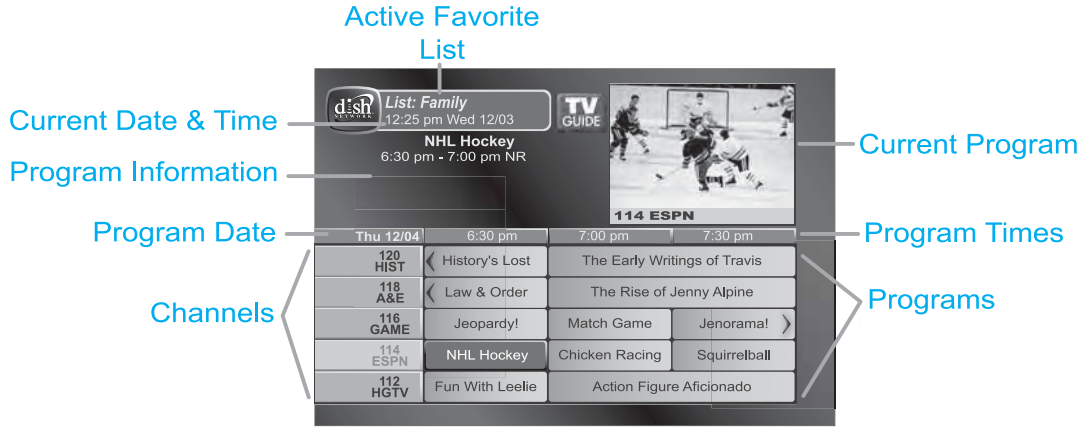
While watching live TV, if you want to change the channels one at a time to see what's on, press the UP and DOWN ARROWS on your remote control. You can also change the channels the same way using the UP and DOWN ARROWS on the receiver front panel.

Entering a Channel Number

While watching live TV, if you know the specific channel you want to watch, enter the channel number using the NUMBER PAD on the remote control.

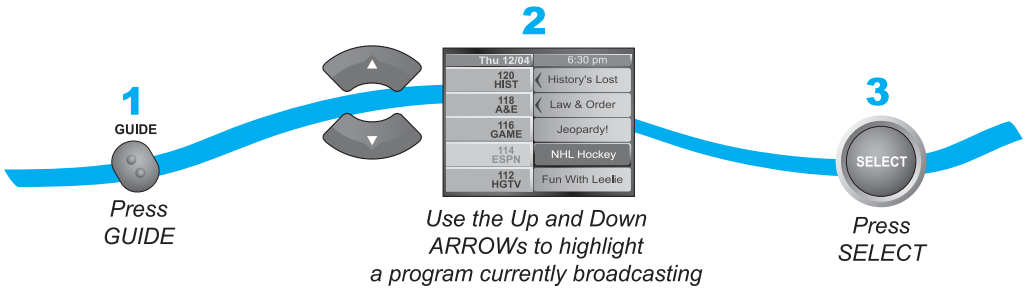
USING THE PROGRAM GUIDE

You can use the Program Guide to see what programs are on, to change channels, and to set up recordings. To access the guide, press GUIDE.



- A red background behind a channel usually means you have not subscribed to the channel. After you subscribe to a channel, you can view it. To subscribe to a channel, visit our website at dishnetwork.com or call 1-800-333-DISH (3474).
- A yellow background behind a channel is for digital over-the-air channels. See page 93 for instructions to connect an over-the-air antenna to your receiver.

- A green background behind a channel means that you can use your remote control to add the channel to your subscription. Press SELECT and follow the on-screen messages to order the channel.
- The Program Guide shows which Favorites List is active. If **All Chan** is active, the Program Guide shows all available channels, whether or not you subscribe to them. The **All Sub** list shows only the channels in your subscription. The **All HD** list shows only the HD channels in your subscription. If you activate another list, the Program Guide shows only the channels on that list. See page 32 for information on Favorites Lists.
- The Program Guide shows programs currently showing and coming on within the next nine days. The guide does not show programs that have ended.

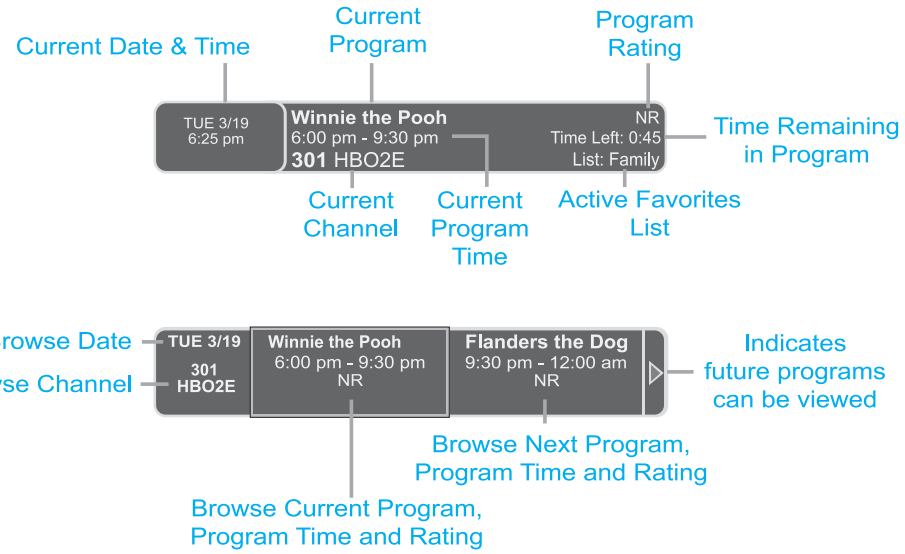


While using the Program Guide, you can:

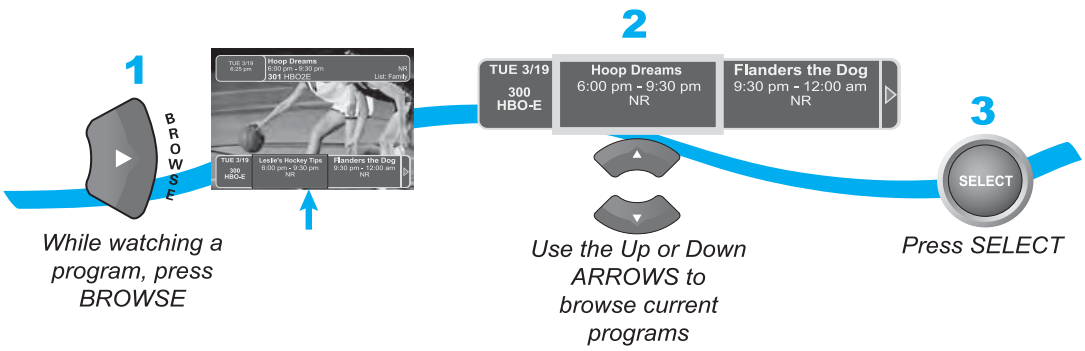
- Press PAGE UP or PAGE DOWN to move a page at a time.
- Enter the number of hours you want to skip, and then press the RIGHT/LEFT ARROW to move forward or back in the schedule.
- Press SKIP FWD and SKIP BACK to move forward or back a day at a time.

USING THE BROWSE BANNER

Use the Browse Banner to see what other programs are on and not miss any of a program you are watching. Press the RIGHT ARROW (BROWSE) button to open the browse banner.



When the Browse Banner is open, you will see the program information of the current channel displays at the top of the screen, and the Browse Banner displays at the bottom of the screen. The Browse Banner displays program information for the current and upcoming program on other channels. Press the UP or DOWN ARROWS to view the program information for other channels.



USING THEMES AND SEARCH

Use the Themes and Search Feature to find exactly what you want to watch. This section shows you how to use Themes to find your favorite programs by type (such as movies, sports, or news), or by keyword (if you're looking for a particular actor or description).

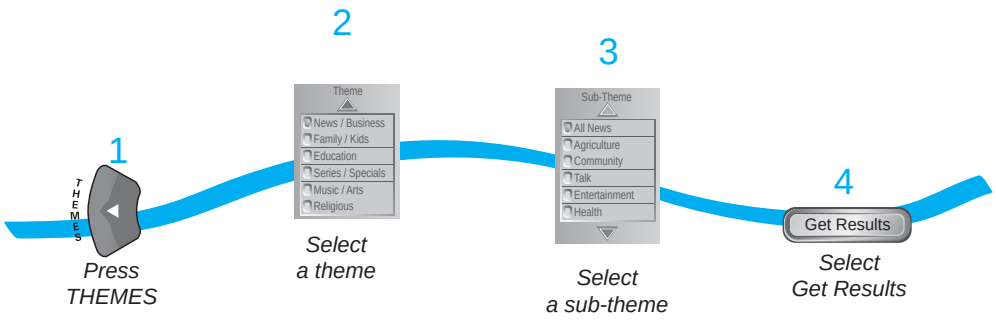
You can list and choose programs by the theme of their contents, for example, just movies or just sports. Use Themes and Search to quickly find programs based on:

- **Theme and Sub-theme**. Search for programs by category (such as Movies or Sports). Use sub-theme to narrow the type of program. The Sub-Theme feature is different for each Theme category.
- **Keyword**. Use this selection to be even more specific (for example, actor or description). You can even search for something to watch just by Keyword. This feature also categorizes programs on off-air channels (if an over-the-air antenna is connected to the receiver as described on page 93). You can search for events two ways:
  - Select **Title** to search for the words that appear in the title of a program.
  - Select **Info** to search for words that are in the program description or title.

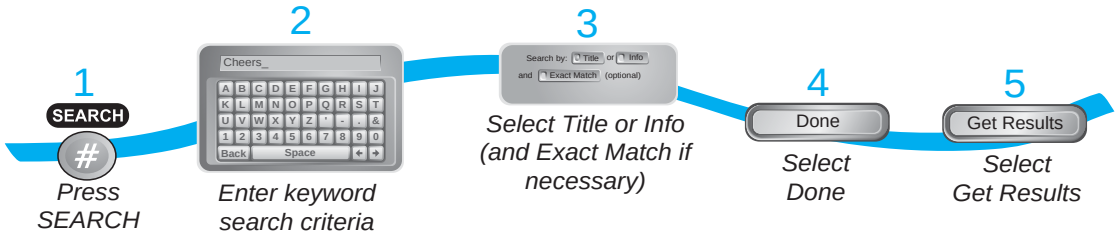
  Enter the Keyword(s) in the Search Criteria Field in one of two ways:

  - Use the on-screen keyboard.
  - Use the letters on the NUMBER PAD.

Using Themes



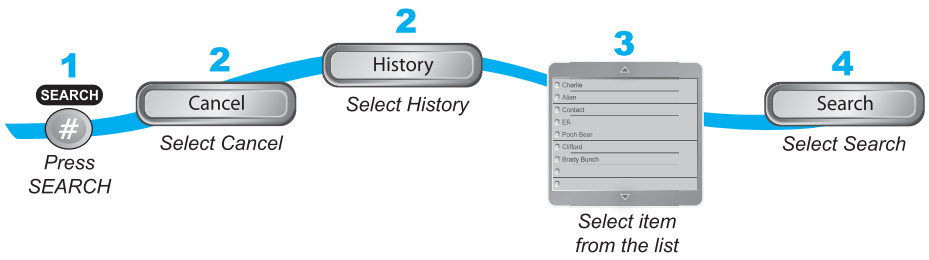
Using Keywords



Using Search History

After you have searched previously for programs or other information, your receiver builds a history. You can use the Search History to re-search programming instead of typing the information again.

Note: Use the **Edit** or **Delete** options to change or delete search keywords.



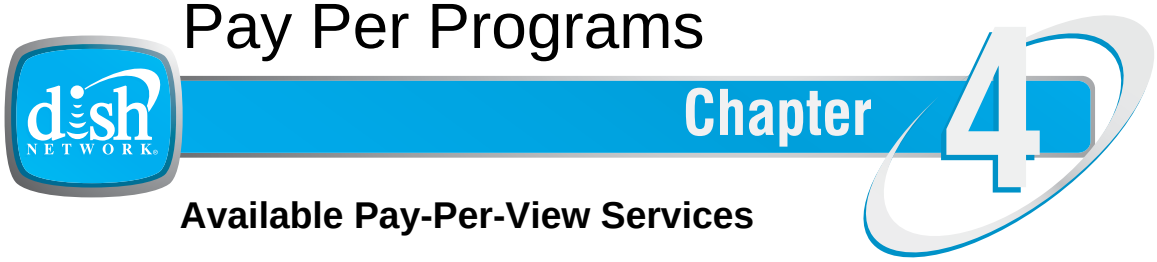
TIPS

- Press INFO to get more information about a highlighted program.
- Press VIEW LIVE TV to cancel almost any screen and return to live TV.
- Customize the channels listed in the Program Guide by creating Favorites Lists as described on page 32.

QUESTIONS

- Why are some of my channels missing?
  - You may have locked or hidden the channels. See **Locking and Unlocking Your Receiver** on page 41 for more information.
  - You may have a different favorites list showing in the Program Guide. Press GUIDE to open the Program Guide, and press GUIDE repeatedly to scan through the available favorites lists. See Favorites Lists on page 32.

Pay Per Programs



Available Pay-Per-View Services

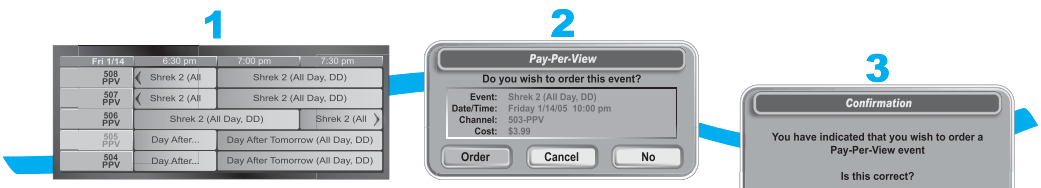
What you'll find in this chapter:

- PAY-PER-VIEW
- DISH ON DEMAND

PAY-PER-VIEW

To order Pay-Per-View programs using your remote control, you must connect the receiver to an active phone line or broadband Internet connection. After you order a Pay-Per-View program, you can watch it on all of the receivers on your DISH Network account. Using the remote control, you can order the exact same program for each receiver but you pay for the program only once. However, replays of programs are separate events. Go to dishnetwork.com/ppv for a description of the types of Pay-Per-View events.

Ordering a Pay-Per-View Program



GUIDE

Press GUIDE and select a Pay-Per-View program from the Program Guide

Select Yes to order the program

Select Yes to confirm you want to order the program

DISH ON DEMAND

DISH On Demand is DISH Network's Video On Demand service. Enjoy Movies On Demand and other exciting DISH On Demand programs. Through Movies & More, you have immediate access to the newest movies on DISH Network. You can even use your DVR buttons (PAUSE, FWD, and BACK) to control your viewing experience. For more information, go to dishnetwork.com/ondemand.

To Order a Program Through *Movies & More*

1. Press the DVR button to open the DISH On Demand menu.
2. Select **Movies & More**.
3. Use the LEFT and RIGHT ARROW buttons to scroll through the featured choices. Select **View All** to see the entire list of programs available through *Movies & More*.
4. Select the program you want to watch.
5. Select **Rent**.

Movies & More Considerations

- You can repeatedly watch a rented program for the period of time (for example, 24 hours) listed. Rented programs cannot be saved to the My Recordings list.

- The **My Rentals** option shows you how much time you have remaining on rented DISH On Demand Programs.
- Be sure to keep Updates and Inactivity Standby enabled so that your receiver always has the latest DISH On Demand programs. See *Scheduling Receiver Updates* on page 83.

CONSIDERATIONS

Keep in mind these important considerations about Pay-Per-View and On Demand programs.

- When you confirm an order for a DISH On Demand or Pay-Per-View program, you cannot cancel the order and you will be billed for it.
- You can use Pay-Per-View Locks and Ratings Locks to control the programs your family views. See *What are Locks?* on page 36.
- You can review what you have rented during the last 30-60 days by looking in Purchase History.
- The programs you order will appear on your DISH Network bill.

Reviewing Orders

Press MENU and select System Setup, then Purchase History

The Purchase History screen will display

Select Done

TIPS

- You can set up the receiver to record Pay-Per-View programs. See page 56 for more details.
- You can prevent others from ordering Pay-Per-View and On Demand programs by using locks (see page 38).
- Keep an active phone line connected to your receiver so you can order Pay-Per-View and On Demand programs with your remote control.

QUESTIONS

- **How can I order a Pay-Per-View event for all my receivers?**
  - Order on each receiver, one at a time with the remote control. Make sure an active phone line is connected to each receiver.
  - Order the event over the phone 1-877-DISH-PPV (347-4778). Charges may apply.
  - Order the event online at www.dishnetwork.com/ppv.
  - Order the event over the phone at 1-800-333-DISH. Charges may apply.
- **I ordered a Pay-Per-View but can only see it on one receiver.** Some Pay-Per-View programs are restricted to one receiver per account.
- **Will I be charged more than once for ordering the same Pay-Per-View on two or more receivers?** If you're using the remote control, you won't be charged more than once as long as it is the same exact event (for example, at the same time or All Day events).
- **Why doesn't my Program Guide show any Pay-Per-View channels?** You may be using a Favorites List that doesn't include Pay-Per-View channels. Press GUIDE to open the Program Guide and then press GUIDE again until you see **All Chan** in the upper left corner of the Program Guide. See *Chapter 5 - Favorites Lists* on page 31 for more information on using Favorites Lists. You may have Pay-Per-View channels locked and hidden. See *Chapter 6 - Locks* on page 35.
- **Why are some Pay-Per-View programs blacked out?** Sporting events and other programs are sometimes blacked out because of local restrictions.
- **Why did my all-day Pay-Per-View program shut off while I was watching it?** The all-day events run from 3 AM to 3 AM (Mountain Time).

Favorites Lists

Chapter 5

Setting Up and Using Favorites Lists

What you'll find in this chapter:

- WHAT ARE FAVORITES LISTS?
- CREATING OR CHANGING FAVORITES LISTS
- NAMING FAVORITES LISTS
- USING FAVORITES LISTS

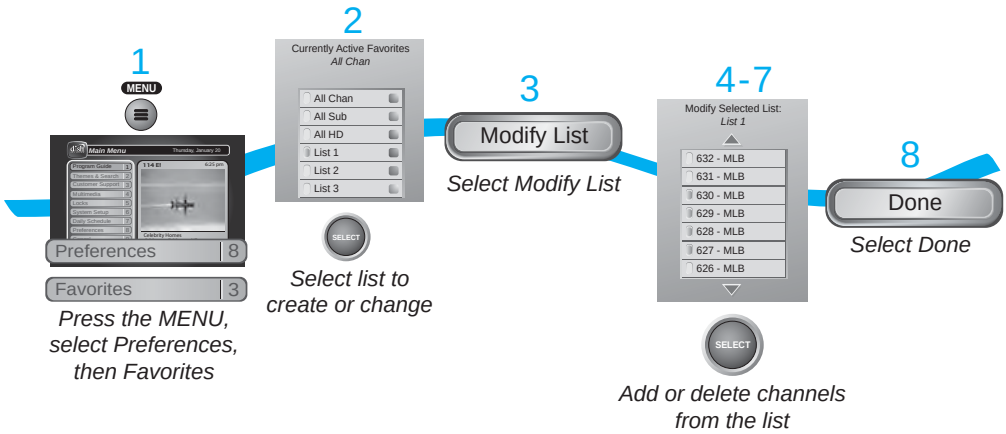
WHAT ARE FAVORITES LISTS?

Favorites Lists are custom lists of your favorite channels. You can create and change the lists, adding and removing channels as you wish. Your favorite channels can be grouped into up to four lists.

- When using a Favorites List, the Program Guide and Browse Banner display only the channels in that Favorites List. When you use the remote control UP or DOWN ARROW to change channels, the receiver skips channels that are not on the list.
- The **All Chan** list contains all the channels, including channels not in your current subscription. You cannot make any changes to the All Chan list.
- The **All Sub** list contains all the channels in your subscription. You cannot make any changes to the All Sub list, except by changing your subscription.
- The **All HD** list contains all of the HD channels in your subscription, as well as over-the-air digital channels if your receiver is connected to an over-the-air antenna.
- Each Favorites List has a unique color in the Program Guide. You can also give each list a name. The four lists are named List 1, List 2, List 3, and List 4, until you change the name. The lists are empty until you add channels to them.
- If you choose a program using Themes or by entering a channel number using the remote controls, the receiver tunes to the channel for that program whether or not that channel is on the active Favorites List.
- You can include over-the-air channels in your Favorites Lists if an over-the-air antenna is connected to the receiver. See page 93 for instructions on connecting an over-the-air antenna.

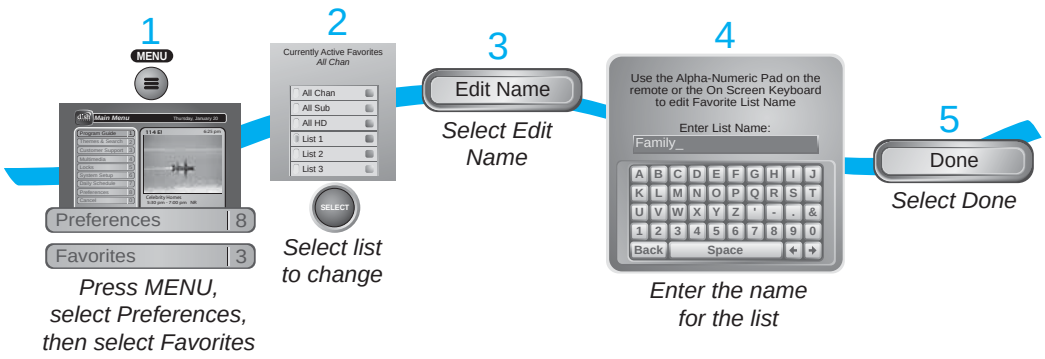
CREATING OR CHANGING FAVORITES LISTS

You can create, add channels to, and remove channels from a Favorites List. When you use your Favorites List only those channels in your list are shown in the Program Guide and Browse Banner.



NAMING FAVORITES LISTS

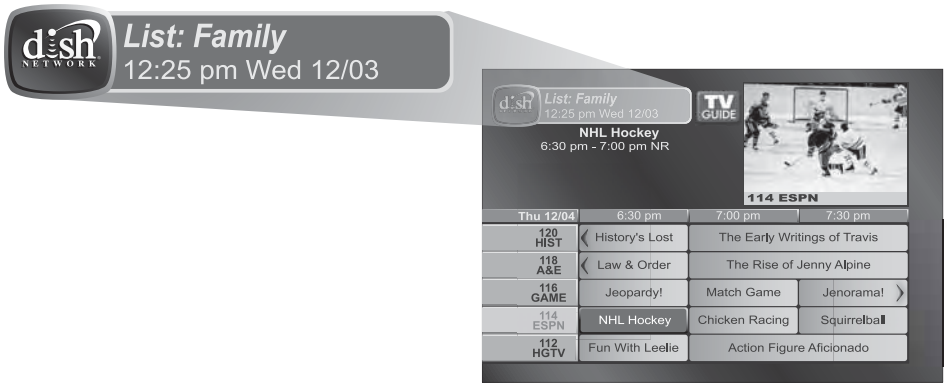
You can name your Favorites Lists whatever you want, up to eight characters long.



USING FAVORITES LISTS

Press GUIDE to open the Program Guide. Press GUIDE again to select the next Favorites List. Press GUIDE repeatedly to scan through all the available lists.

You can tell which favorites lists is active by looking in the Program Guide.



TIPS

- Two lists cannot have the same name.
- Pressing GUIDE to switch Favorites Lists functions only if you have added channels to the Favorites List. If you have not created a Favorites List, pressing GUIDE switches the receiver between the **All Chan**, **All Sub**, and **All HD** Lists.
- Locked and hidden channels do not display in Favorites Lists.

QUESTIONS

- **Why are channels missing from the Program Guide?**
  - You might have a Favorites List that does not contain those channels. Press GUIDE until the All Chan or All Sub list displays.
  - You might have channels locked and hidden.

Locks

Chapter 6

Securing Your Receiver

What you'll find in this chapter:

- WHAT ARE LOCKS?
- CREATING OR CHANGING RATINGS LOCKS
- CREATING OR CHANGING CHANNEL LOCKS
- LOCKING OR UNLOCKING PAY-PER-VIEW CHANNELS
- HIDING ADULT CONTENT OR LOCKED CHANNELS
- LOCKING OR UNLOCKING THE FRONT PANEL
- CREATING OR CHANGING A PASSWORD
- LOCKING AND UNLOCKING YOUR RECEIVER

WHAT ARE LOCKS?

Locks allow you to password-protect programming based on ratings, or on a channel-by-channel basis. When you have locked the receiver:

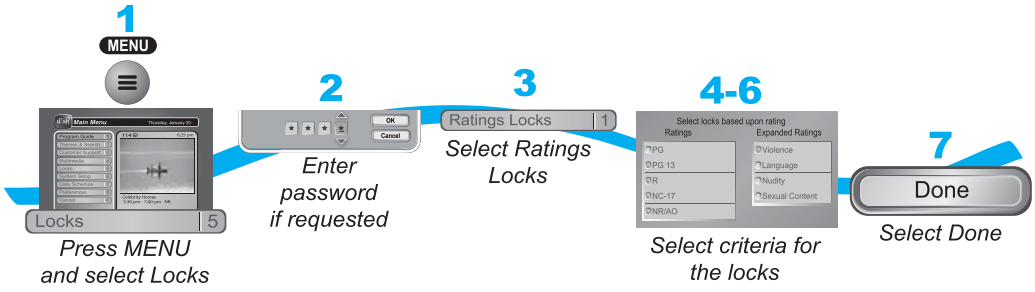
- If you try to access a locked item or open the Locks menu, the receiver displays a message prompting you to enter the password.
- The receiver allows three attempts to enter the correct password. If you fail to enter the correct password, the receiver does not allow you to try again for several minutes.
- If you enter the correct password, you can access the locked item or open the Locks menu.
- If you exit a locked item or close the Locks menu, you must enter the password to access the item again.

Locking the receiver is a two-step process:

1. Choose the locks that you want. Available locks types are:
   - Ratings Locks—locks programs based on ratings.
   - Channel Locks—locks channels regardless of content.
   - Lock PPV—prevents unauthorized pay-per-view or on demand ordering.
   - Hide Adult or Hide Locked—hides adult channels or locked channels from being displayed in the Program Guide and other channel lists.
   - Front Panel Lock—prevents the front panel buttons from being used.
2. Lock the system. When the receiver is locked, anyone who wants to access locked items must enter the password.

CREATING OR CHANGING RATINGS LOCKS

You can lock programs based on Motion Picture Association of America (MPAA) ratings (PG, PG-13, etc.) and expanded ratings (violence, language, etc.).



1 Press MENU and select **Locks**.

2 If the receiver is locked, enter the password using the NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Select **OK**.

3 Select **Ratings Locks**.

4 Highlight the least restrictive rating that you want to block. Press SELECT to lock the highlighted rating and all ratings more restrictive than it (for example, locking PG-13 automatically locks R and NC-17).

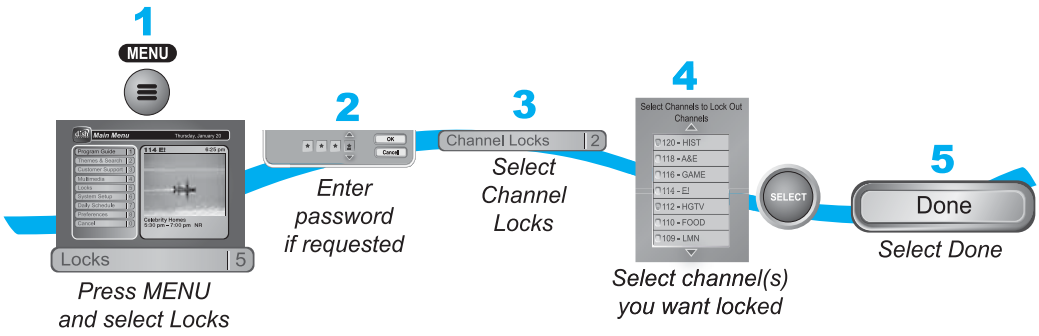
5 Select the expanded rating code(s), if you want to also lock these ratings.

6 To unlock a rating code, select the code.

7 Select **Done**. Make sure the receiver is locked as described on page 41.

CREATING OR CHANGING CHANNEL LOCKS

You can lock any channel, including Pay-Per-View and over-the-air channels.



1 Press MENU and select **Locks**.

2 If the receiver is locked, enter the password using the NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Select **OK**.

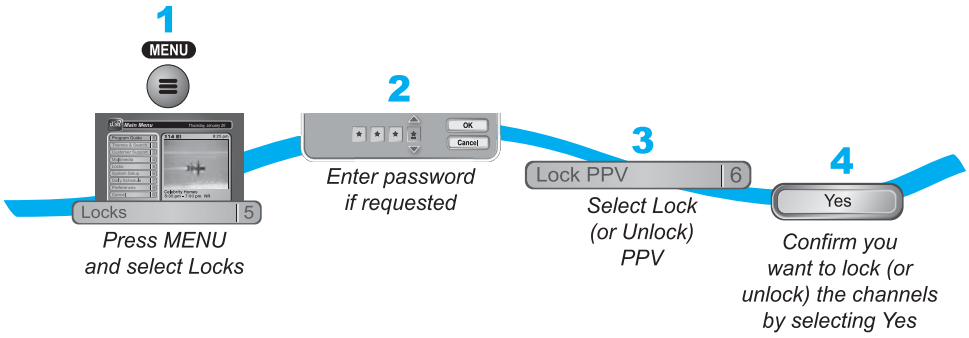
3 Select **Channel Locks**.

4 Highlight and select each channel that you want to lock or unlock. Press the UP or DOWN ARROW to highlight the channel. You can also move to each channel number using the NUMBER PAD. If the checkbox next to the channel has a checkmark, the channel is locked.

5 Select **Done**. Make sure the receiver is locked as described on page 41.

Locking or Unlocking Pay-Per-View Channels

This locks all Pay-Per-View channels so that a password must be entered before ordering pay-per-view or on demand content. You also can lock individual Pay-Per-View channels by using channel locks.



1 Press MENU and select **Locks**.

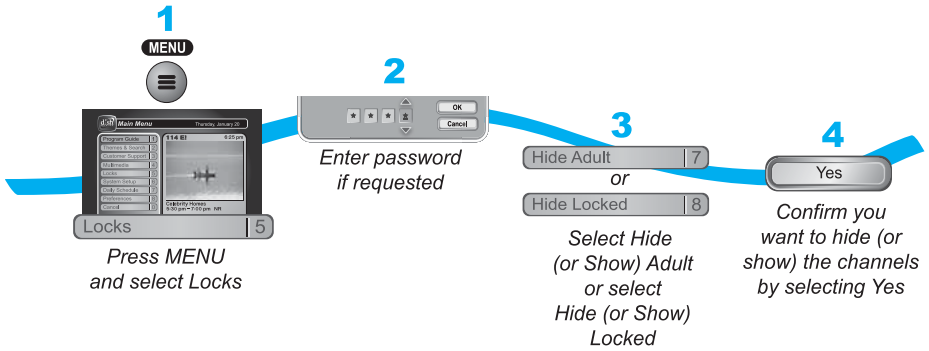
2 If the receiver is locked, enter the password using the NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Select **OK**.

3 Select **Lock PPV** or **Unlock PPV**.

4 Select **Yes**. Make sure the receiver is locked as described on page 41.

Hiding Adult Content or Locked Channels

When you hide adult channels or locked channels, you prevent the Program Guide, Themes lists, and the Browse Banner from displaying adult channels or locked channels. It also prevents anyone from choosing these channels by using the UP or DOWN ARROWS or the remote control NUMBER PAD.



1 Press MENU and select **Locks**.

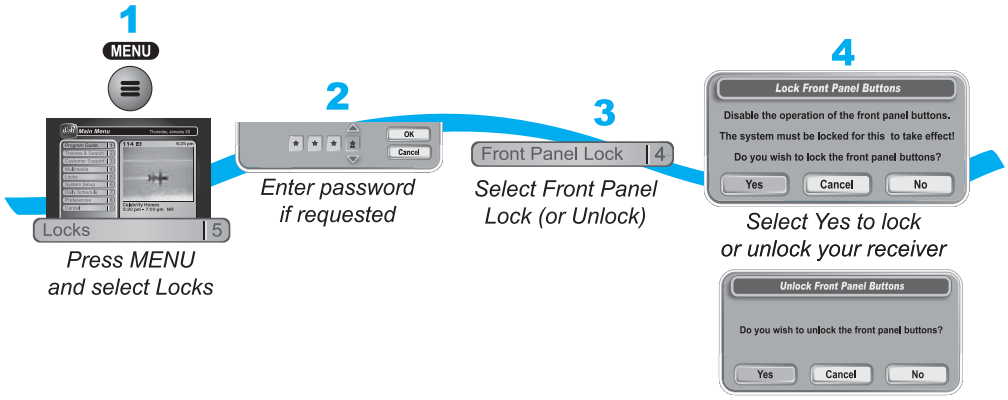
2 If the receiver is locked, enter the password using the NUMBER PAD. Select **OK**.

3 Select **Hide Adult** to remove the adult channels from the channel lists or **Show Adult** to display the adult channels in channel lists. Select **Hide Locked** to remove locked channels from the channel lists or **Show Locked** to display locked channels in channel lists.

4 Select **Yes**. Make sure the receiver is locked as described on page 41.

LOCKING OR UNLOCKING THE FRONT PANEL

Locking the front panel prevents anyone from using the front panel buttons unless they enter the correct password. It does not lock the remote control buttons.



1 Press MENU and select **Locks**.

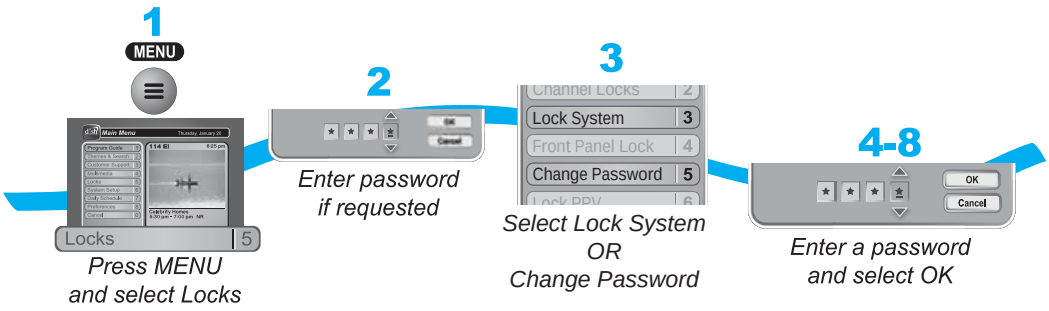
2 If the receiver is locked, enter the password using the NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Select **OK**.

3 Select **Front Panel Lock** to lock or unlock the front panel.

4 Select **Yes**. To activate the Front Panel Lock, you must lock the receiver. Make sure the receiver is locked as described on page 41.

CREATING OR CHANGING A PASSWORD

Set up your password before using the receiver locks.



1 Press MENU and select **Locks**.

2 If the receiver is locked, enter the password using the NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Select **OK**.

3 Select **Change Password**. If **Change Password** is grayed out, select **Lock System** and go to step 6 to create a new password.

4 Enter the current password using the NUMBER PAD. Select **OK**.

5 Press SELECT.

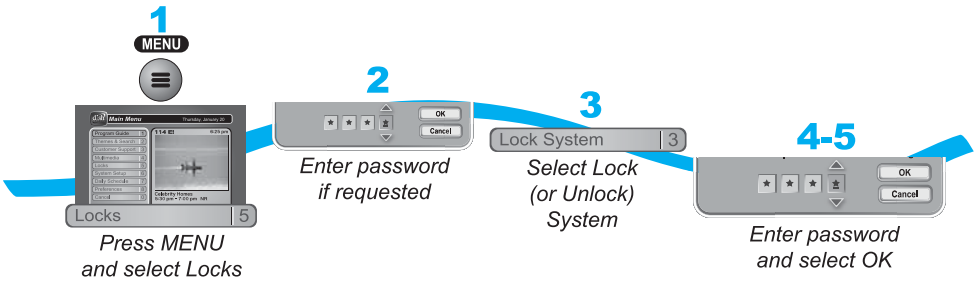
6 Enter the new password using the NUMBER PAD. Select **OK**.

7 Enter the new password again for confirmation, using the NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Select **OK**.

8 Memorize the new password. From now on, enter this password to lock or unlock the receiver. If you forget your password, you will need to speak with a Customer Service Representative.

LOCKING AND UNLOCKING YOUR RECEIVER

You must lock the receiver for any receiver locks you set to take effect. To lock the receiver, you must first create a password (see *Setting Up a Password* in the previous section). Be sure to refer to this section whenever you set any lock on your receiver.



1 Press MENU and select **Locks**.

2 If the receiver is locked, enter the password using the NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Select **OK**.

3 Select Lock System or Unlock System. If you are locking the receiver, the receiver displays a message prompting you to enter a password.

4 Enter a password, using the NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Select **OK**.

5 Confirm the password by re-entering it. Select **OK**. All the locks you have set are now in effect.

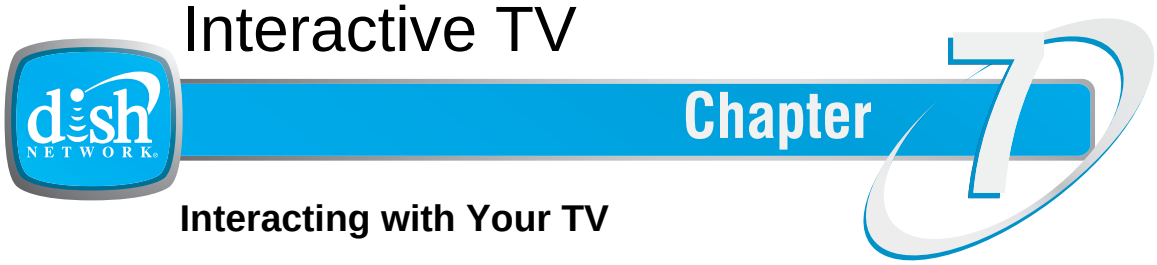
TIPS

- If the receiver displays a message prompting you to enter a password, the receiver is locked.
- When you lock a rating, you also lock all other more restrictive ratings. For example, if you lock PG-13 rated programs, then all programs with the R, NC-17, and NR/AO ratings are also locked.

QUESTIONS

- **Why didn't a lock I set take effect?** You must lock the receiver for any lock you set to take effect. See page 41 for details.
- **What do I do if I forget my password?** If you forget your password, you will need to speak with a Customer Service Representative.

Interactive TV



Interacting with Your TV

7

What you'll find in this chapter:

- DISHHOME
- CUSTOMER SERVICE

DISHHOME INTERACTIVE TV

Press DISH on the remote control to access the Dish**HOME** features available with your service. You can order channels, check the news and weather, and even play games. Make sure you connect an active phone line to your receiver to use all the features available through Dish**HOME**.

CUSTOMER SERVICE

An important feature of your satellite TV receiver is Customer Support. This menu provides convenient access to your DISH Network account to review your statement, pay your bill, upgrade programming, and more. Make sure you connect an active phone line to your receiver to use the Customer Support features.

Press MENU and then select **Customer Support**.

TIPS

- Whenever you want to exit an interactive feature and return to watching programming, press VIEW LIVE TV and you'll be taken to the last channel you were watching.
- You can also get to Customer Support from Dish**HOME**.

Digital Video Recording

Chapter 8

Recording and Pausing Programs

What you'll find in this chapter:

- WHAT IS DVR?
- PAUSING A PROGRAM
- REVERSING, FAST FORWARDING, AND SKIPPING
- SLOW MOTION AND FRAME-BY-FRAME
- RECORDING A LIVE PROGRAM
- PLAYING A RECORDED PROGRAM
- DELETING RECORDED PROGRAMS
- GROUPING AND SORTING RECORDED PROGRAMS
- ENABLING RECORD LINK

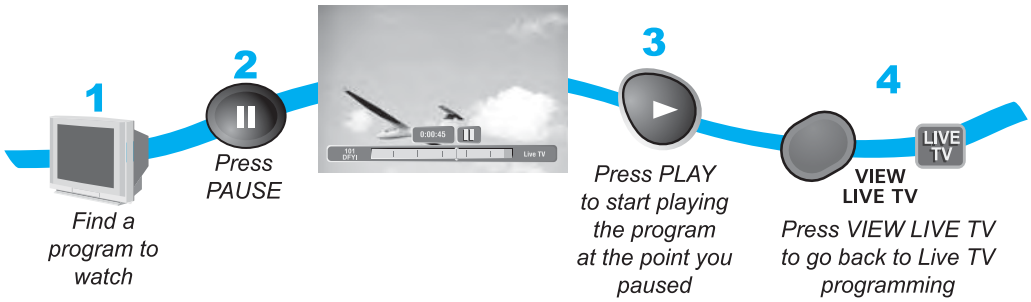
WHAT IS DVR?

The Digital Video Recorder (DVR) features let you watch TV the way you want. You can pause, reverse, or skip back through a program. Then you can continue watching TV. Also, you can record and play back programs with full digital audio and video quality, without a VCR.

For example, if you get a phone call while you are watching a live or pre-recorded program, you can pause the program, talk on the phone for an hour, restart the program, and not miss any of the action.

You can move through a program forward and backward in slow motion or frame-by-frame while using the DVR's auto recording features while watching live or recorded programs.

PAUSING A PROGRAM



On some TVs, the presence of fixed images for extended periods of time may cause them to be permanently imprinted on the screen. Consult your TV user's guide for information on whether this is a problem for your TV, what operating/viewing restrictions apply to avoid this problem, and associated TV warranty coverage.

For a live program, the on-screen pause timer shows how long you've paused the program. You can pause up to one hour for a live program. If you think you might be away from the TV for more than an hour but don't want to miss any of the program, consider recording the program (see page 48).

Reversing, Fast Forwarding, and Skipping

This section describes how to use the DVR buttons to move forward and back quickly while you watch TV.

	Press BACK once to reverse the program 4 times as fast as normal play. Press BACK twice to reverse at 15 times normal speed, three times to reverse at 60 times normal speed, and four times to reverse at 300 times normal speed. The on-screen bar shows how far you've gone. For a live program, you can only reverse back to the last channel change or back one hour, which ever occurs first.
	Press FWD (forward) once to fast forward through the program 4 times normal speed. Press FWD twice to forward at 15 times normal speed, three times to forward at 60 times normal speed, and four times to forward at 300 times normal speed. The on-screen bar shows how far you've gone. Of course, you can't "forward" into the part of a "live" program that hasn't been broadcast yet.
	Press SKIP BACK to skip back about 10 seconds in a program.
	Press SKIP FWD to skip ahead about 30 seconds in the program.

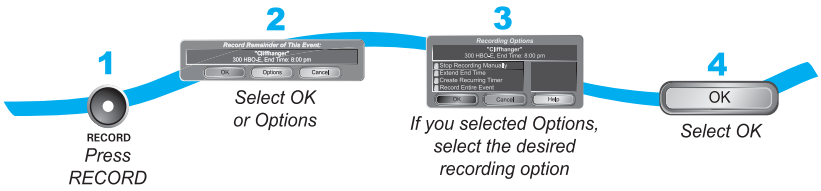
Slow Motion and Frame-By-Frame

Your satellite receiver has features that allow you to slow down live TV. This section describes how to use the DVR buttons to use slow motion and frame-by-frame advance or reverse while you watch TV! Press PLAY to exit any of the features described below.

	Press PAUSE and then press BACK to reverse the program in slow motion at 1/4 the speed of normal play. Press BACK again to reverse at normal speed.
	Press PAUSE and then press FWD to forward the program in slow motion at 1/15 the speed of normal play. Press FWD twice to forward at 1/4 as fast as normal play. Press FWD three times to play the program. Of course, you can't "forward" into the part of a "live" program that hasn't been broadcast yet.
	Press PAUSE and then press SKIP BACK to reverse the recording frame-by-frame.
	Press PAUSE and then press SKIP FWD to advance the recording frame-by-frame.

Recording a Live Program

Use these steps to record a live program. Keep in mind, if you tune to a program after it starts, you can record only the part of the program after you tune to it.



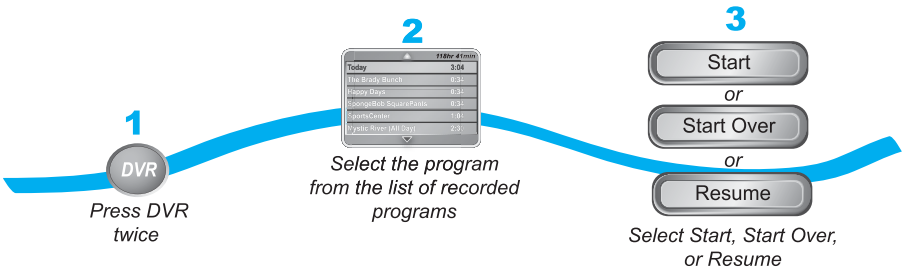
When you record a live program, you have the following recording options available:

- **Stop Recording Manually**—the receiver records until you press STOP.
- **Extend End Time**—you can extend the stop time for the recording. Choose this option for programs that might run into overtime, like sporting events or awards shows.
- **Create Recurring Timer**—you can set up a timer that automatically records a program. Refer to *Creating an Automatic Timer* on page 56.
- **Record the Entire Event**—the receiver stops recording at the end of the event. This option is available only if the receiver was tuned to the channel at the beginning of the program.

Note: Programs recorded in HD require up to six times more storage space than programs recorded in SD.

Playing a Recorded Program

Use these steps to view the list of previously recorded programs and select one for viewing.



1 Press DVR two times (or press DVR and select **My Recordings**).

2 Select a program to view.
Note: To start viewing a program from the beginning, press PLAY on the remote control.

3 Select **Start**, **Start Over**, or **Resume**.

Deleting Recorded Programs

Use these steps to delete previously-recorded programs.

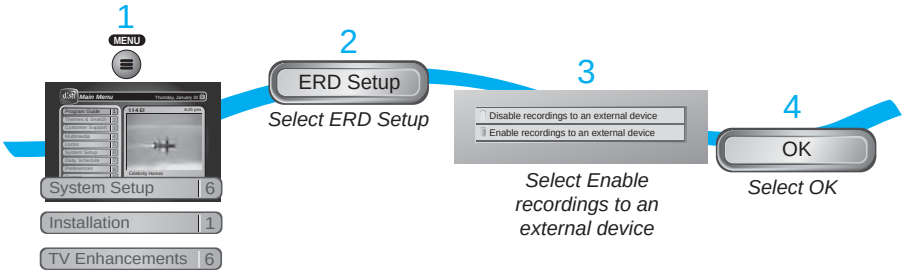
1. Press DVR two times (or press DVR and select **My Recordings**).
2. To delete multiple programs, select **Edit**.
3. Highlight and select the programs you want to remove, then select **Delete**. Select **Yes** to confirm you wish to delete the programs.

Grouping and Sorting Recorded Programs

1. Press DVR two times (or press DVR and select **My Recordings**).
2. Choose a group or sort option to help you quickly find the program you want to watch:
   - To group programs into folders, select **Group**, then select a **Group Option**.
   - To sort programs by name, date, or other categories, select **Sort**, then select a **Sort Option**.
3. The My Recordings list re-arranges itself to match your sorting or grouping selection.

Enabling Record Link

Your receiver has a timer feature called Record Link. This feature sends data (audio, video, and other commands) to an external device, such as the PocketDISH, which you can connect to the receiver's RCA-type outputs. This timer type allows the receiver to tell the external device to start and stop recording, instead of recording to the receiver's hard drive.



Press MENU, select System Setup, then Installation, then TV Enhancements

TIPS

- If you have a program paused, press PLAY to watch the program. Also, press PLAY to switch from forward or reverse to play.
- Press VIEW LIVE TV to catch up with the program as it's showing now.

QUESTIONS

- **How can I fast forward through commercials?** If you're watching a pre-recorded program or if you've delayed a live program, press SKIP FWD or FWD on your remote control. However, you cannot skip ahead while watching live TV.

Record Future Programs

Chapter 9

Setting Up and Using Timers

What you'll find in this chapter:

- TIMERS AND RECORDINGS
- CREATING AN AUTOMATIC TIMER
- USING THE DAILY SCHEDULE
- CREATING AN AUTOMATIC TIMER
- CREATING A MANUAL TIMER
- CREATING A DISHPASS™ TIMER
- DELETING A TIMER

TIMERS AND RECORDINGS

A timer is your instruction telling the satellite receiver the programs you want to view in the future. For most Digital Video Recorder (DVR) timers, you select a specific program on a specific channel, and tell the satellite receiver how often you want to record that program.

DVR recordings are listed in the My Recordings screen, which you can find quickly by pressing DVR twice on the remote control.

Timer Types

There are three types of timers:

- **DVR**—records an event onto your receiver's hard drive for later viewing.
- **Auto**—automatically changes the channel for live viewing of the event.
- **Ext**—automatically changes the channel for live viewing of the event and sends commands to a compatible external device, such as the PocketDISH, which is connected to your RCA-type or S-Video outputs. This option is not available unless you enable the feature. See *Enabling Record Link* on page 49. This timer type allows you to record to the external device, instead of recording to the receiver's hard drive.
- **Reminder**—creates an on-screen reminder when the event is about to air.

Timer Frequency

Deciding how often you want to watch a program will help you make the best choice:

- **All Episodes**—records each time that program is on that channel.
- **New Episodes**—records current season programs each time they occur on that channel.
- **Once**—records a program once (good for movies, sporting events, or other one-time programs).
- **Weekly**—records a program once a week, at that time, on that channel.
- **Daily**—records a program once a day, at that time, on that channel.
- **Monday-Friday**—records a program once a day, Monday through Friday, at the selected time, on that channel.
- **DishPASS**—records programs on all channels (default) or a specific channel, based on your specific criteria. See page 58 for details.

Timer Priorities

Priorities are used by the receiver to know which program you would prefer to record, if multiple timers are scheduled to start at the same time. This receiver can only record two satellite programs at one time. If three programs are scheduled to record at the same time, priorities tells the receiver which two programs to record.

- All timers have a priority that you can change at any time.
- The larger the number, the lower the priority (for example, priority 1 is higher than priorities 2, 3, and 4).

- You can override a specific timer's priority by skipping or restoring a specific program. Select a timer in the Daily Schedule, then you'll have an option to **Skip** or **Restore** for that timer (see page 54).

Timer Options

The Timer Options screen lets you set the following:
Note: Not all options not available for all timer types.

- **Protect Event**—prevents your programs from being erased when the receiver fills up.
- **Set Channel**—select a specific channel.
- **HD Preference, HD Only, or SD Only**—tell the timer if you prefer to record matching programs in HD if available, if you only want to record the program if it is broadcast in HD, or if you only want to record the program if it is broadcast in SD.
- **Start Early**—select this option if you want to begin recording a few minutes early.
- **End Late**—select this option if you want to continue recording after the scheduled program ending.

USING THE TIMERS LIST

Use the Timers List to:

- View the general list of timers.
- If you select a timer from this list, you'll see a detailed list with specific dates and times of upcoming timers for that program or Dish**PASS** search term(s).
- Set priorities for each timer. See *Timer Priorities*, above.
- Create a Manual timer.
- Create a Dish**PASS** timer.
- Select **Edit List** to edit or delete a timer.

Press MENU and select Daily Schedule

Select Timers

USING THE DAILY SCHEDULE

The Daily Schedule lists the timers that are planned for today, up to nine days in the future, and those that occurred in the recent past. Use the Daily Schedule to:

- Review today's timers. You can choose to skip a scheduled timer, or restore a timer that was not planned to occur, perhaps because of a conflict with another program. See *Timer Priorities* on page 52.
- Review future timers, up to nine days in advance, and make changes as necessary.
- Review past timers to see which occurred, and the reason why one did not, if applicable. See *Reasons Why Timers are Skipped* on page 55.

Press MENU and select Daily Schedule

Select a timer and option

Use the ARROWS to select a future program to Skip or Restore. You can also choose to Protect it, or view the start early/end late settings.

- To change the start early/end late setting, select the event within the Timers List.
- Press PAGE UP to see the previous days' timers. Review these timers to see the result of your timers (for example, if it recorded successfully or why it might have been skipped).

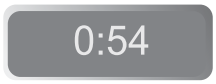
Reasons Why Timers are Skipped

If a timer is skipped, the reason is stated on the Timers List.

- **Priority**—this timer had a lower priority than other events being recorded at the time.
- **User**—a user chose to skip that timer.
- **Duplicate event**—there is already another timer set to record that program.
- **Event exists in DVR**—the program was already recorded and can be seen in the Daily Schedule list.
- **Not a new episode**—used for New Episode timers. Currently, a New Episode is one that has the current year listed in the Program Guide information.
- **Incorrect event**—for Weekly, Daily and Monday-Friday timers. If the guide has a different event listed the timer will be skipped. For example, the timer was set up on a Saturday for Daily, but the program is broadcast only Monday-Friday, so the timer will be skipped on the weekends.

When a Timer Starts a Recording

For two minutes before an timer starts a recording, the receiver may display a digital countdown (timer reminder) on the TV screen. This countdown disappears when the program begins. While the countdown is displayed, you can:



- Press CANCEL to clear the symbol from the TV screen. This does not stop the timer from starting.
- Press INFO or SELECT to see more information on the timer. If you do this, you have the following choices:
  - Select **OK** to continue with the timer.
  - Select **Stop** Timer to stop the timer.

Note: Pressing INFO on the timer reminder only works one time. Subsequently pressing INFO results in the current program's information being displayed.

When the Receiver is Off

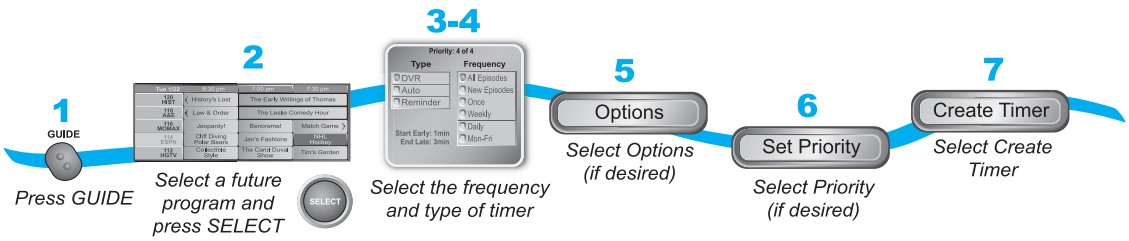
If the receiver is off when a timer is scheduled, the receiver will:

- **DVR Timer Type**—remain off but will record the scheduled event.
- **Auto Timer Type**—turn on for the event and tune to the correct channel.
- **Reminder Timer Type**—turn on at the scheduled time. After a period of time, if you do nothing, the receiver will turn off.
- **Ext**. **Timer Type**—turn on for the event and commands the connected external device to record. The external device must be connected to the receiver's RCA-type or **S-VIDEO** output and must be turned on when the timer starts.

Special Considerations When Using Timers

- **For Locked Programs**—you must enter the receiver password before you can create an automatic timer. You can create a manual timer for a locked program without entering the password. However, if you do this, when the timer operates the receiver may display only an error or password entry menu.
- **For Pay-Per-View Programs**—you must order a Pay-Per-View program before you can create a timer for it.
- **For Blacked Out Programs**—if you set a timer for a program that is blacked out in your area, when the timer operates the receiver may only display an error.

CREATING AN AUTOMATIC TIMER



1 Find the program that starts in the future to record using the Program Guide or Browse Banner. The program can be a satellite or off-air program (see page 93 for instructions on connecting an over-the-air antenna to your receiver).

2 Select the future event. The Create Timer screen displays.

3 Select the Timer Frequency (see page 52 for more details).

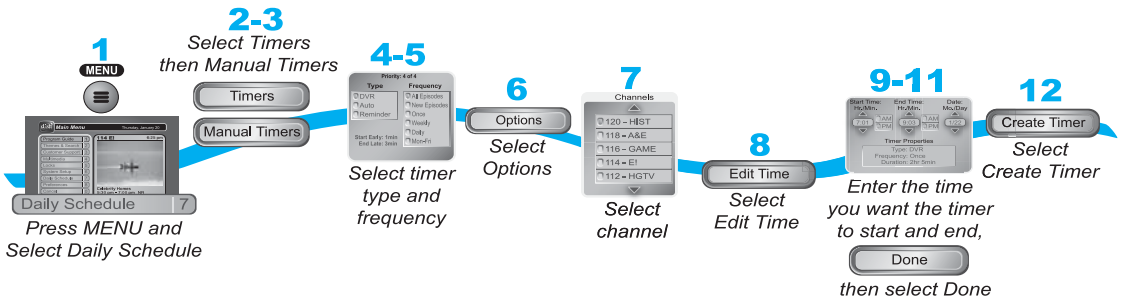
4 Select a Timer Type (see page 52 for more details).

5 Select **Options** (see page 53 for more details).

6 Select **Set Priority** if you would like to change the priority of the timer (see page 52 for more information).

7 Select **Create Timer** to finish making the new timer.

CREATING A MANUAL TIMER



1 Press MENU and select **Daily Schedule**.

2 Select **Timers**.

3 Select **Manual Timer**.

4 Select the Timer Frequency (see page 52 for more details).

5 Select a Timer Type (see page 52 for more details).

6 Select **Options** (see page 53 for more details).

7 Select the channel (satellite or over-the-air), using the remote control ARROWS or NUMBER PAD to find the channel.

8 Select **Edit Time**.

9 Set the **Start Time** and **End Time**, being sure to specify AM or PM.

10 Set the **Date**.

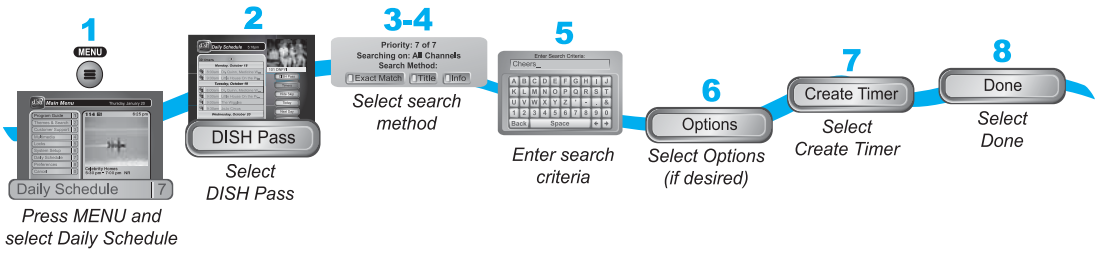
11 Select **Done**.

12 Select **Create Timer**.

CREATING A DISHPASS™ TIMER

DishPASS lets you create timers to record programs automatically based on your search terms. When the receiver finds programs that meet your search term, it will automatically set a timer to record that program. As the program guide is updated, DishPASS will continue to find and record your shows based upon your search criteria.

An example of how to use DishPASS may be that you saw a movie in the theaters and you want to watch it again as soon as it comes out on a movie channel. Use the **Exact Match** and **Title** options, and then type the exact title of the movie. If the movie is made available on a movie channel you subscribe to, the receiver will automatically set a timer to record that movie for you.



1 Press MENU and select **Daily Schedule**.

2 Select Dish**PASS**.

3 Select the Search Method:

- **Title**—search for programs by title.
- **Info**—search for programs whose descriptions or titles contain key words.

4 Optionally, select **Exact Match** if you want to find only programs that match exactly what you've entered in either the program title or info.

5 Enter your search term. You can use the on-screen keyboard or the remote control's alpha-numeric keypad while the highlight is in the Enter Search Criteria field. See *Using Text Fields* on page 18 for instructions.

6 Select **Options** as described on page 53.

7 Select **Create Timer**. When the receiver has completed your search, the Timer Schedule will display the results.

Note: After entering your search words, and selecting Create Timer, be sure to review the timers that Dish**PASS** creates—some may not be what you are expecting. You can:

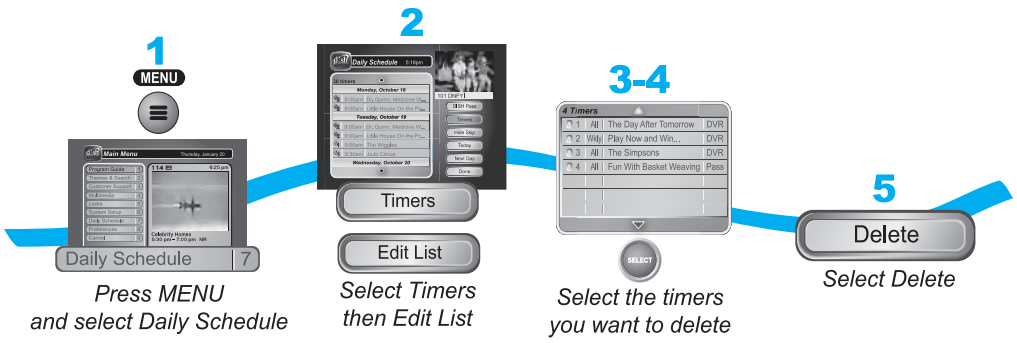
- Pick selected events to Skip. Review future timers each time the Program Guide is updated.
- Adjust your search terms and method. Select **Set Priority** to change the priority of your Dish**PASS**. To adjust your search, delete the unwanted Dish**PASS** timer and try the following:
  - Change your Dish**PASS** search term(s) to be more specific.

– Select **Exact Match** with the **Title** or **Info**.

– Choose Dish**PASS** when you select a future program within the Program Guide, Browse Banner or Search. This will enter the program's exact title.

8 Select **Done**.

DELETING A TIMER



1 Press MENU and then select **Daily Schedule**.

2 Select **Timers**.

3 Select **Edit List**.

4 Select the timers to delete.

5 Select **Delete**. The timers are deleted.

TIPS

- Make sure the Updates feature is enabled as described on page 83. This feature ensures the Program Guide will have the most up-to-date information, and can adjust or create timers accordingly.
- Weekly, Daily, and Monday-Friday timers move only if the program is within one hour earlier or four hours later than the original time the timer was set up. These timers will adjust their length if their program's time block is extended and the change is reflected in the Program Guide.
- Dish**PASS** recordings may fill the hard drive quickly. If you have other timers you know you don't want to be recorded over, choose Protect on those important programs.
- DVR Timers set for sporting events typically have an end late time of 60 minutes to allow for overtime. Change this setting in Options when you set up the timer.

QUESTIONS

- **Why is my receiver recording programs I didn't schedule?** A Dish**PASS** Timer may include more programs than you planned. If you'd like to refine your search, delete the Dish**PASS** Timer and start again as described on page 58.
- **Why did the receiver delete a program I recorded?** Your recording was unprotected. When the receiver fills, it writes over the oldest unprotected recording. You can protect your recordings as described on page 53.
- **Where can I go to find out why the receiver didn't record something I scheduled?** Look at your Daily Schedule and refer to *Reasons Why Timers are Skipped* on page 55.

Remote Control Setup

Chapter 10

Setting Up Your Remote Control

What you'll find in this chapter:

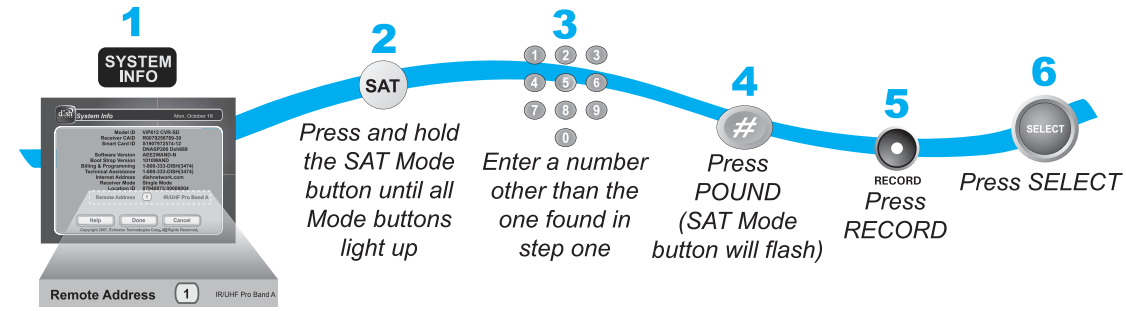
- IMPROVING RECEIVER CONTROL
- OPERATING OTHER DEVICES
- THE RECOVER BUTTON
- SENDING DISCRETE POWER ON AND OFF

IMPROVING RECEIVER CONTROL

These instructions help you improve your remote control settings to best operate your satellite receiver.

Changing the Remote Control Address

Because UHF signals travel long distances and go through walls, a neighbor's remote may control your receiver by mistake. To prevent this, you can change the remote address.



1 Press SYSTEM INFO on the receiver's front panel. The System Information screen displays on the TV and shows the Remote Address.
Write down the Remote Address: _____

2 Press and hold SAT on your remote control for about three seconds, until all of the mode buttons light up, and then release SAT.

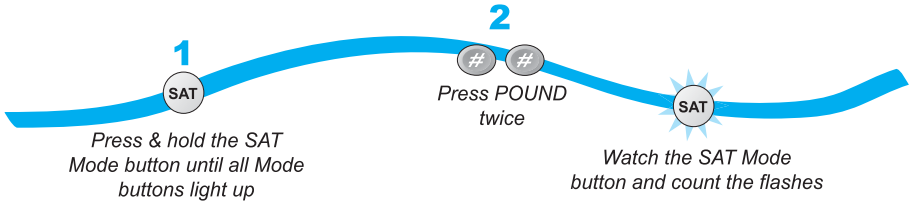
3 Use the NUMBER PAD to enter any number between 1 and 16, but not the one you wrote in step 1.

4 Press POUND (#). If you entered the address correctly, SAT will flash three times.
Write down the number you entered: _____

5 Press RECORD. Make sure the Remote Address you see on the System Information screen is the same as the one you entered in step 3. If it isn't, the remote cannot control the receiver.

6 Press SELECT to close the System Information screen.

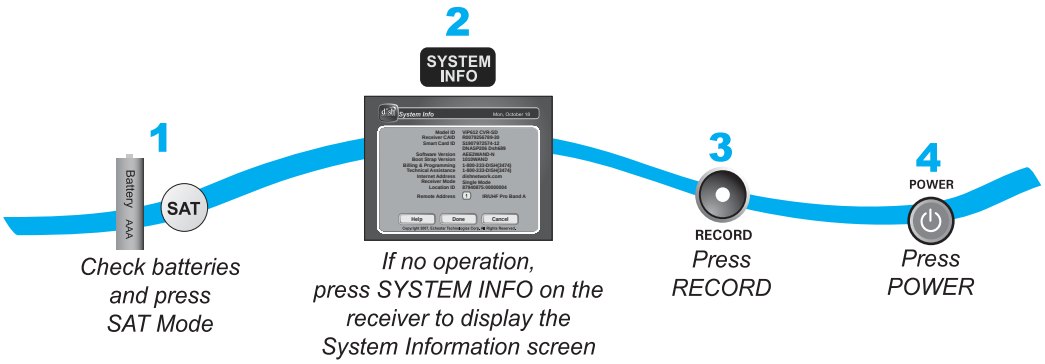
Checking the Remote Control Address



1 Press and hold the SAT mode button for three seconds, until all of the mode buttons light up, and then let go of the SAT button.

2 Press POUND (#) twice. The SAT mode button will flash the same number of times as the address number (for example, three flashes means address 3).

Confirming Remote Control Operation



1 Make sure the remote has fresh batteries and is in SAT mode.

2 Press SYSTEM INFO on the receiver front panel to display the system information screen.

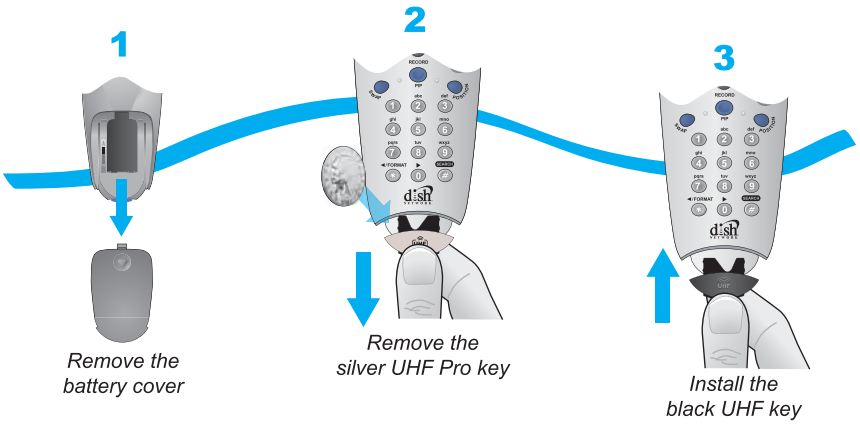
3 Press RECORD on the remote control:

- The Remote Address in the system information screen changes to match the address preset in your remote control.

4 Press POWER on the remote control to turn on/off receiver.

Changing the Remote Control from UHF Pro to IR

Your receiver accepts both UHF and IR (Infrared) commands. The remote control only outputs UHF Pro signals but can be changed to transmit IR commands by switching the key at the bottom. This is also useful for programming an after-market universal learning remote control to operate your receiver. Note that when the remote control is in IR mode, you will need to use it from the same room to operate the receiver because IR signals do not travel through walls or over great distances.



Adjusting the Remote Antenna

Be sure to set the remote control antenna on the back of the receiver straight up to improve its operation. The remote control antenna should be angled away so the tip is separated from the electronics by a couple of inches, if possible.

If your UHF Pro Remote Control isn't working very well from far away, you may be experiencing interference from objects near your receiver. To improve your remote control's range, try the following steps:

- Place the receiver higher than all of the other equipment in your entertainment center.
- Provide room above the receiver so that the antenna can be installed straight up.
- Move the remote control antenna away from the back of the entertainment center wiring and other electronics using a short piece of coaxial cable (3 to 5 feet).
- Try moving the receiver to another location in the entertainment center.
- Connect an F-connector attenuator (between 6dB and 15dB) between the **REMOTE ANTENNA** port and the remote control antenna, which may improve performance in certain circumstances. This solution works best when the remote control is being used within 75 feet of the receiver.

Changing the UHF Frequency Using the A/B Switch

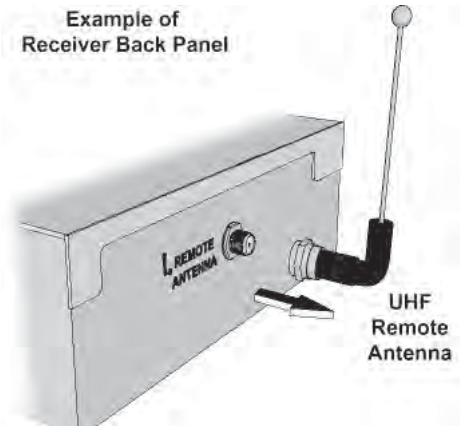
Your remote has a switch to change the UHF frequency that your remote control uses. It comes preset to the A position but you can change the setting to the B position to lessen the likelihood of any other UHF remote interfering with yours.

1. Remove the battery cover from the remote control.
2. Use a small screw driver or a paper clip to carefully change the setting.
3. Put the battery cover back on the remote control.
4. Press the SYS INFO button on the front panel to open the **System Information** screen.
5. Press RECORD on the remote control.
6. Make sure the Remote Address field on the **System Information** screen shows the band that matches how you set the switch:
   - Switch position A: **IR/UHF Pro Band A**
   - Switch Position B: **IR/UHF Pro Band B**

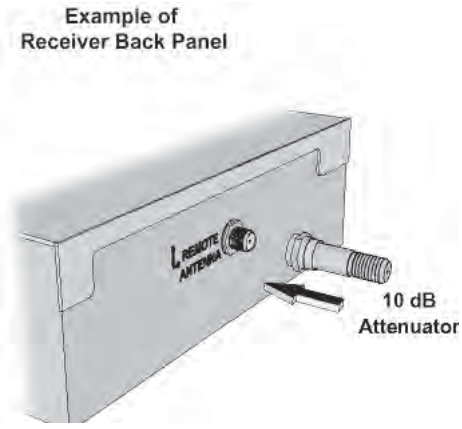
Installing a UHF Attenuator

Unwanted UHF signals may interfere with signals from the remote control to the receiver. To prevent such interference, you can install an F-connector attenuator between 6dB and 15dB. Attenuators are available from many consumer electronics parts stores. Adding this attenuator will help reduce interference from other devices, but it also cuts down how far away you can use the remote control.

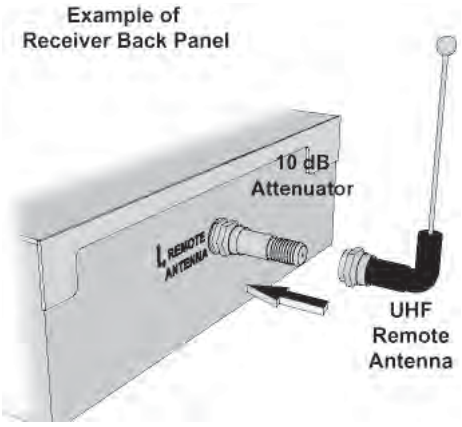
1 Remove the remote control antenna from the **REMOTE ANTENNA** input on the receiver back panel.



2 Attach an attenuator (between 6dB and 15dB) to the **REMOTE ANTENNA** input.



3 Attach the remote control antenna to the attenuator.



OPERATING OTHER DEVICES

To use the remote control to operate other devices (such as a TV, VCR, DVD player, tuner, amplifier, or DISH Network satellite receiver), you must first program it to operate these other devices. You can do this by either following the instructions in *Setting Up Using Device Code Tables* on page 67, or the *Setting Up Using Device Codes Scan* procedure described on page 68.

Remote Control Modes

Use the remote control's mode buttons, SAT (satellite receiver), TV (for a TV), VCR (for a VCR or a DVD player), and AUX ("auxiliary," for a second TV, a VCR, a tuner, an audio amplifier, or a second DISH Network satellite receiver) to set the remote to the correct mode for the device. To change the mode, press the button for the device you want the remote to operate. The mode button lights for two seconds to show you've set the remote to that mode.

Limited Mode

You can program your remote control in Limited Mode to keep from accidentally changing the channel on your TV or VCR and causing a snowy or blue screen. When the remote control is in Limited Mode for TV mode, you will only be able to use POWER, MUTE, and VOLUME functions for your TV. When the remote control is in Limited Mode for VCR mode, you will only be able to use POWER and the VCR functions for your VCR.

Note: Limited Mode is not used with amplifiers.

Turning Limited Mode On and Off

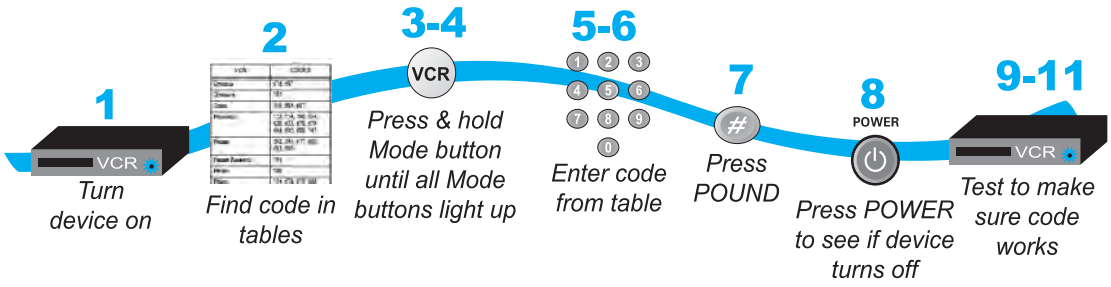
1. Press and hold the correct mode button (for example, TV) until all of the mode buttons light. Release the mode button.
2. Press:
   - PAGE UP to turn Limited Mode on.
   - PAGE DOWN to turn Limited Mode off.
3. Press POUND (#).

Combination Devices

If you are programming the remote to operate a combination device, such as a TV/VCR or a TV/DVD, program the remote control in one mode, and then repeat the procedure in the other mode. For example, to program the remote to control a TV/VCR using code 748, follow the instructions to program the remote to control the TV using code 748, and then repeat the instructions for the VCR using the same code.

Setting Up Using Device Code Tables

Set up the remote to control other devices using the device codes listed on page 112. In the instructions below, the column on the left contains the instructions and the column on the right provides additional information.

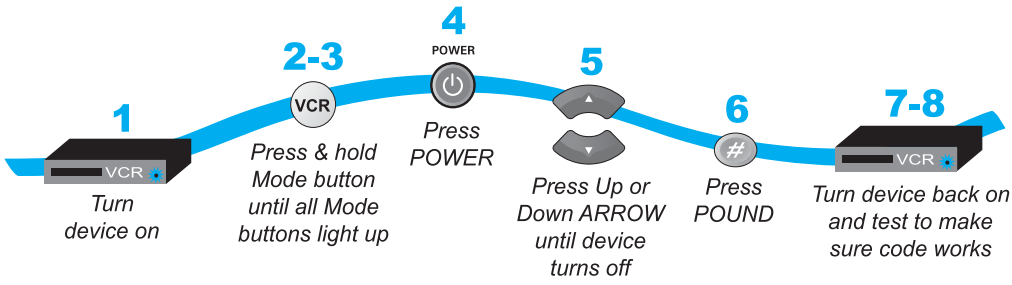


Instructions	Additional Information
1 Turn the device on.	Use the device's front panel buttons or its remote control.
2 Find the brand name of the device in the tables starting on page 112.	If the brand isn't listed, see *Setting Up Using Device Codes Scan* on page 68.
3 Press and hold the mode button until all the other mode buttons light up, and then let go of the button. The mode button flashes.	For example, hold TV for a TV until all of the other mode buttons light. When you let go, TV will flash.
4 *For* AUX *mode only*. Press 0 for a TV, or 1 for a VCR, or 2 for a tuner, or amplifier.	If you're not programming in AUX mode, skip to step 5.
5 Enter one of the three-digit device codes from the table using the number buttons.	The three-digit device code should be for the brand name of your device that you found in step 2.
6 If you want to program Limited Mode, press 1. If not, skip to step 7.	See *Limited Mode* for more information.
7 Press POUND (#).	If you entered the code correctly, the mode button flashes three times.
8 Press POWER to turn off the device. If the device does not turn off, go to step 10.	If the code works, the device should turn off.
9 Turn the device back on and try some other buttons to make sure they work. If the code works for other buttons, stop here.	Sometimes POWER works when other buttons don't. If in Limited Mode, try VOLUME or MUTE.

Instructions		Additional Information
10	If the code doesn't work, repeat steps 3 through 9 with the next device code from the tables.	Try every code listed for your brand until one works for your device.
11	If you can't find a code that works try, *Setting Up Using Device Codes Scan* that follows.	

Setting Up Using Device Codes Scan

If the code for your device is not listed in the tables starting on page 112, use this procedure to scan the remote control's memory for the device code. In the instructions below, the column on the left contains the instructions and the column on the right provides additional information.

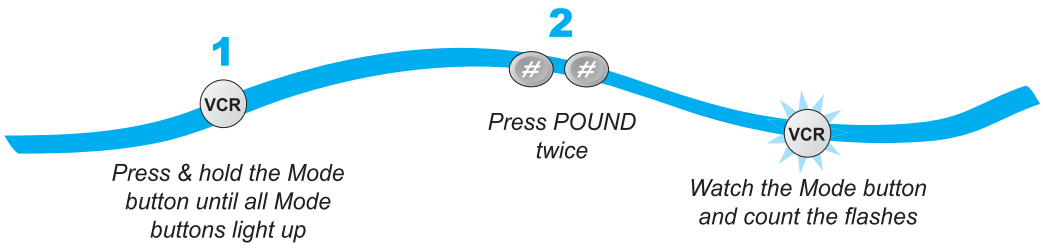


Instructions		Additional Information
1	Turn the device on.	Use the device's front panel buttons or its remote control.
2	Press and hold the mode button until all the other mode buttons light up, and then let go of the button. The mode button flashes.	For example, hold TV for a TV until all of the other mode buttons light. When you let go, TV will flash.
3	*For* AUX *mode only*. Press 0 for a TV, or 1 for a VCR, or 2 for a tuner, or amplifier. Then press the STAR (*) button.	This step is for programming which kind of device that should be programmed in AUX mode. If you're not programming in AUX mode, skip to step 4.
4	Press POWER.	This puts your remote in the scan mode.

Instructions		Additional Information
5	Press the UP or DOWN ARROW repeatedly until the device turns off.	As you press the UP or DOWN ARROW, the remote tries each code in the memory to see if it can turn off your device. When the device turns off, you have found a code that might work. **Note**: The mode button for the device will flash rapidly eight times when you've scanned all the codes for that device.
6	Press POUND (#).	The mode button flashes three times if you have entered the code correctly. This stores the code you found.
7	Turn the device back on and try some other buttons to make sure they work.	Try some other buttons to make sure they work. Sometimes POWER works when other buttons don't. If using Limited Mode, try VOLUME or MUTE.
8	If necessary, repeat this procedure until you've tried all the codes.	You may need to repeat the scan to find the best code for your device.

Checking the Device Codes

You can find out what device code you've set for each remote control mode (TV, VCR, and AUX).

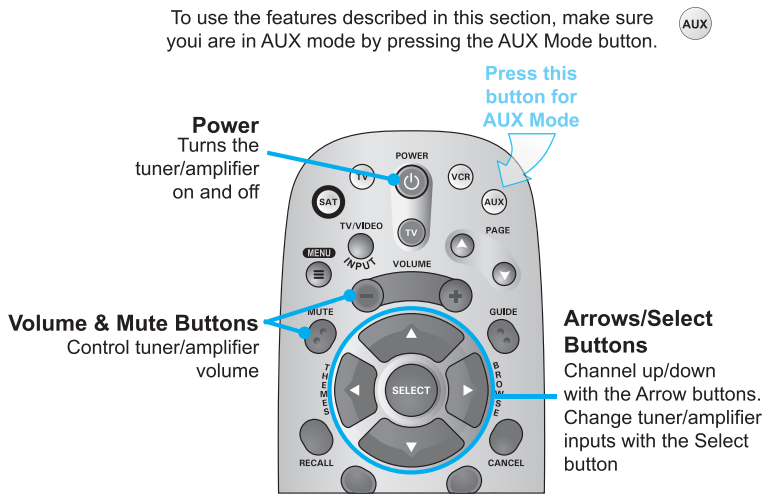


Instructions		Additional Information
1	Press and hold the appropriate mode button until all the other mode buttons light up, and then let go of the button. The mode button flashes.	For example, hold TV for a TV until all of the other mode buttons light. When you let go, TV will flash.

	Instructions	Additional Information
2	Press the POUND (#) button twice. Watch the mode light to determine your code. The mode button flashes the number for each digit of the device code, with a pause between the groups of flashes. A quick flash is for zero.	For example, if the code is 570, the mode button flashes five times, pauses, flashes seven times, pauses, and flashes once quickly.
	For AUX mode: The first group of flashes tells you what the AUX mode controls. A quick flash (zero) before the three-digit code is for a TV; one regular flash is for a VCR; and two flashes is for a tuner, or amplifier.	For example, if the TV code is 570, the AUX mode button flashes once quickly (indicating 0 for TV), pauses, flashes five times, pauses, flashes seven times, pauses, and flashes once quickly.
	For a satellite receiver programmed in AUX mode: The AUX mode button will flash the same number of times as the address number.	For example, if the receiver address is 3, the AUX mode button flashes three times.
	For Limited Mode: If you have programmed a TV or VCR in Limited Mode, the mode button flashes once at the end of the flash sequence.	For example, if the TV code is 570, the AUX mode button flashes once quickly (indicating 0 for TV), pauses, flashes five times, pauses, flashes seven times, pauses, flashes once quickly, and then flashes once (indicting Limited Mode).

Controlling a Tuner or Amplifier

Use the following remote control buttons to control a tuner or amplifier. When the remote control is set up as described on pages 66 and 71, press the AUX mode button to set the remote to AUX mode. The AUX mode button will stay lit for two seconds to show you've set the remote to AUX mode. Make sure to keep the remote in AUX mode to use the following buttons.

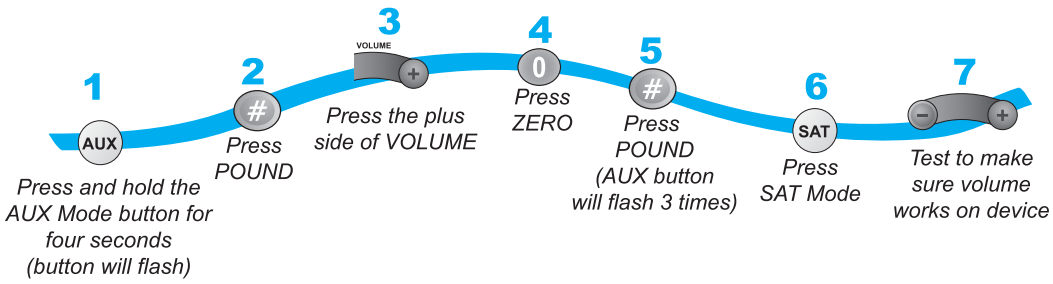


Switching Between TV and Tuner/Amplifier Volume Control

When the remote control is setup to operate your TV, the VOLUME and MUTE buttons will adjust your TV volume. To use the remote to adjust the volume of a remote-controllable audio receiver or amplifier instead of adjusting the TV's volume, use the steps *To Use a Tuner or Amplifier's Volume Control*, below. To switch back to control the TV's volume, use the steps *To Use the TV's Volume Control*.

To Use a Tuner or Amplifier's Volume Control

Note: You must first program the tuner or amplifier into the AUX mode of the remote control to use these steps.



1 Press and hold the AUX button until all the mode buttons are lit, then let it go.

2 Press the POUND (#) button.

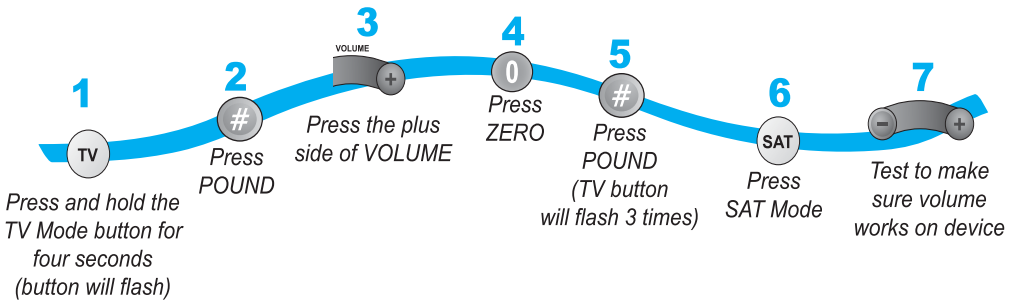
3 Press the PLUS side of the VOLUME button.

4 Press 0.

5 Press POUND (#). The AUX button flashes three times.

To confirm the VOLUME buttons are operating the tuner/amplifier's volume control, press SAT and then try adjusting the volume. Your tuner/amplifier's volume should change rather than your TV's volume.

To Use the TV's Volume Control



1 Press and hold the TV button until all the mode buttons are lit, then let it go.

2 Press the POUND (#) button.

3 Press the PLUS side of the VOLUME button.

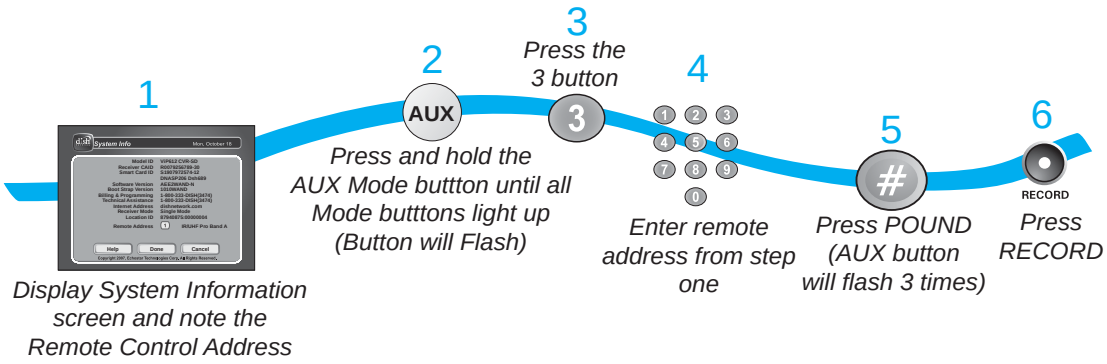
4 Press 0.

5 Press POUND (#). The TV button flashes three times.
To confirm the VOLUME buttons are operating the TV's volume control, press SAT and then try adjusting the volume. The TV's volume should change.

Programming to Control a Second Satellite Receiver

If you have a second DISH Network satellite receiver installed, you can use this remote in AUX mode to operate your other receiver in addition to operating this receiver. When you program the remote to operate the other receiver, the remote sends out IR and UHF (not UHF Pro) signals to the receiver. You can program the remote to operate any other DISH Network satellite receiver, except for following:

- DISH 322, ViP222, ViP622 DVR, ViP722 DVR, DISH Player-DVR 522, 625 and 942
- DishPlayer 7100/7200



1 Turn on the other receiver and display the System Info screen as described in that user's guide.

Write down the remote control address: _____

2 Press and hold AUX until all the other mode buttons light up, and then let go of the button. AUX flashes.

3 Press the 3 button.

4 Use the NUMBER PAD to enter the address you wrote in step 1.

5 Press POUND (#). AUX blinks three times.

6 Press RECORD to ensure the address in the remote matches the address on the receiver.

THE RECOVER BUTTON

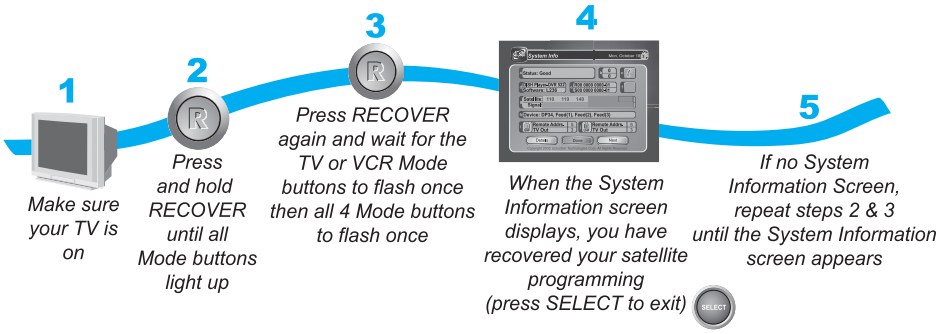
Use RECOVER if you accidentally change the TV channel or video input and have a snowy, blue, or black screen on your TV. When you press RECOVER as described below, the remote control sends commands to your TV to change channels or video inputs to get back to watching satellite programming. This procedure works only if you have accidentally changed the TV channel or video input. It does not recover lost satellite signal (see *Troubleshooting Tables* on page 100 for information on solving problems).

Note: The remote control must be programmed to operate the TV (and VCR, if applicable) for RECOVER to work as described. RECOVER will first try to tune your TV to channel 3, then channel 4, and then other video inputs with each press of RECOVER. You may need to press RECOVER multiple times to recover your satellite TV video.

Using the Recover Button

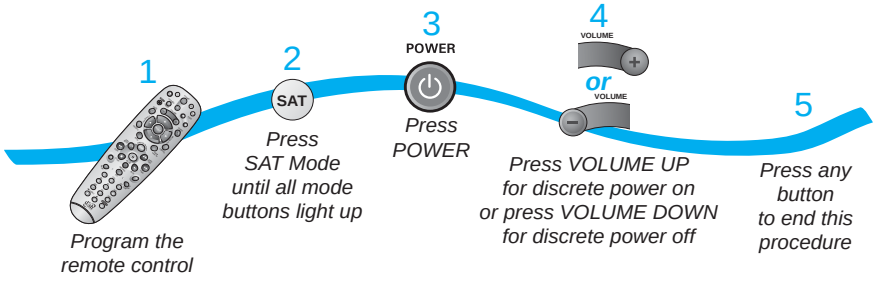
To use RECOVER, the remote control must be programmed to operate the TV and, if installed, the VCR.

Note: Press any remote control button other than RECOVER to end this procedure.


1
Make sure your TV is on
2
Press and hold RECOVER until all Mode buttons light up
3
Press RECOVER again and wait for the TV or VCR Mode buttons to flash once then all 4 Mode buttons to flash once
4
When the System Information screen displays, you have recovered your satellite programming (press SELECT to exit)
SELECT
5
If no System Information Screen, repeat steps 2 & 3 until the System Information screen appears

SENDING DISCRETE POWER ON AND OFF

Discrete power ON and power OFF IR commands are used when programming macro commands into universal remotes. Using an ON-only or OFF-only command is more effective than a toggle ON/OFF command when trying to make sure the satellite receiver is reliably in one state or the other. To send a discrete power ON or OFF command, use the following steps:



QUESTIONS

- **My remote doesn't control my receiver or other components. What should I do?**
  - Put the remote control is in the correct mode (page 66).
  - Check the batteries (page 13).
  - Check the remote control address (pages 62 and 69).
  - Check or adjust the UHF antenna (page 13 and 62).
- **Why does my receiver change channels or display menus at random?** Your neighbor may have their remote control set on the same address. Change the address on your remote control and receiver as described on page 62. If that doesn't help, you may have to install a UHF attenuator as described on page 65.

Customizing Receiver

Chapter 11

Personalizing Your Satellite Receiver

What you'll find in this chapter:

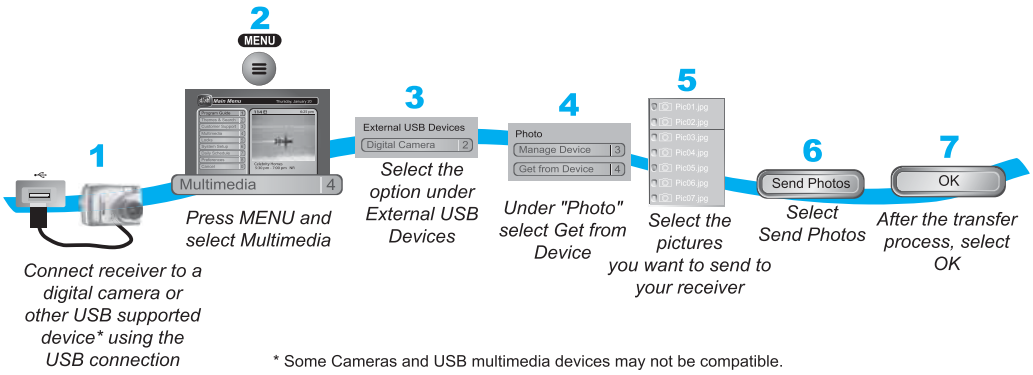
- USING MULTIMEDIA
- USING CALLER ID
- CUSTOMIZING THE GUIDE AND CHANNEL LISTS
- CHANGING LANGUAGES
- USING CLOSED CAPTIONING
- USING DOLBY® DIGITAL SURROUND SOUND
- RESETTING TO FACTORY DEFAULTS
- SCHEDULING RECEIVER UPDATES
- INACTIVITY STANDBY

USING MULTIMEDIA

Photos

You can transfer photos from compatible USB storage devices and cameras to view on your TV using your DISH Network receiver. Now you don't have to pass photos around or have a crowd of people hover around your digital camera.

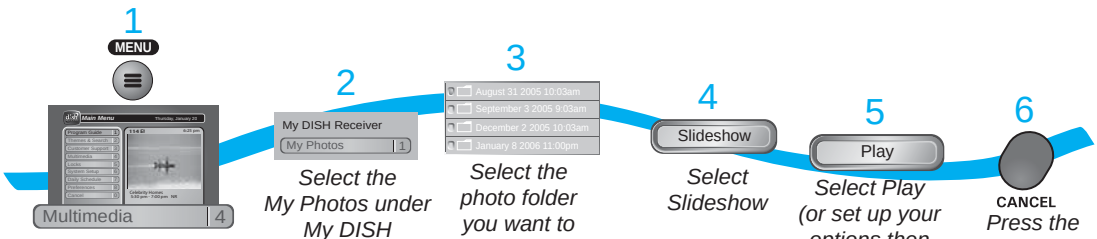
Transferring Photos to Your Receiver



1. *Connect receiver to a digital camera or other USB supported device* using the USB connection*
2. *Press MENU and select Multimedia*
3. *Select the option under External USB Devices*
4. *Under "Photo" select Get from Device*
5. *Select the pictures you want to send to your receiver*
6. *Select Send Photos*
7. *After the transfer process, select OK*

* Some Cameras and USB multimedia devices may not be compatible.

Viewing Photos on Your Receiver



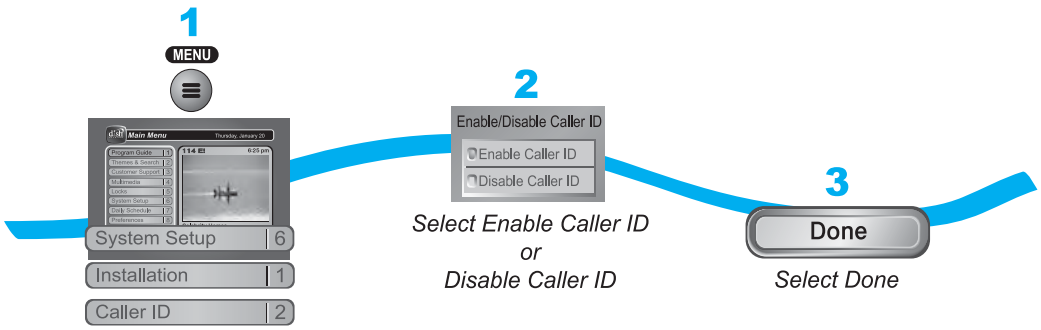
1. *Press MENU and select Multimedia*
2. *Select the My Photos under My DISH Receiver*
3. *Select the photo folder you want to view*
4. *Select Slideshow*
5. *Select Play (or set up your options then select Play)*
6. *Press the CANCEL button to exit out of the slideshow*

USING CALLER ID

If you subscribe to Caller ID from your local phone company and your receiver is connected to a phone line, enabling the Caller ID feature allows the receiver to display the names of people and/or telephone numbers as they call on your TV.

Setting Up Caller ID Display

Use these instructions to enable or disable Caller ID.



Press MENU and select System Setup, then Installation, then Caller ID

Select Enable Caller ID or Disable Caller ID

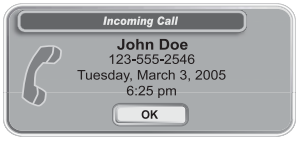
Select Done

Caller ID Screens

When you receive a call, you will see a Caller ID popup screen.

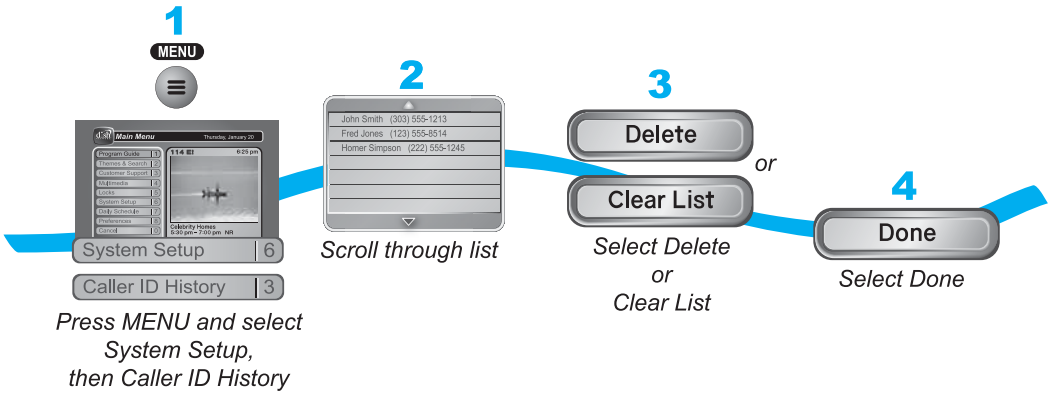
Select **OK** to dismiss the message. If you do nothing, it will disappear after 20 seconds.

If you are using a menu when a call comes in, a different Caller ID screen appears.



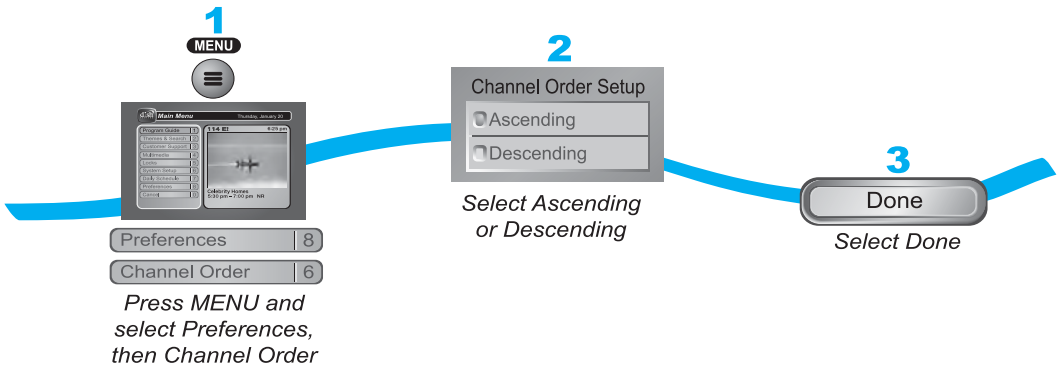
Using Caller ID History

Your receiver also stores a history of the incoming calls. Use the following steps to view and delete numbers from your Caller ID History.



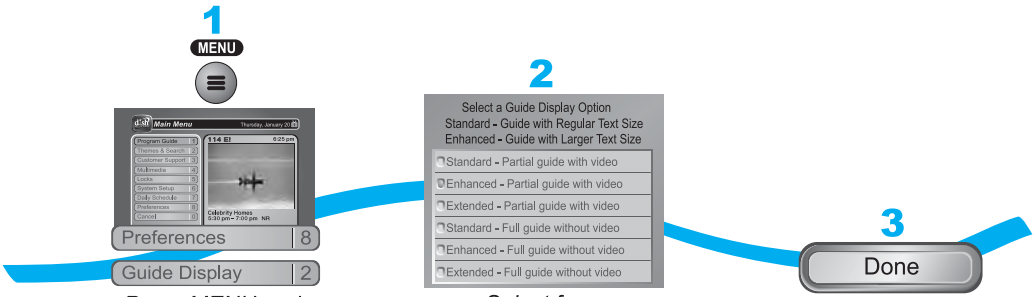
CUSTOMIZING THE GUIDE AND CHANNEL LISTS

You can set up the on-screen Program Guide to list channels in descending order, with the highest channel number at the bottom of the screen, or in ascending order, with the highest channel number at the top of the screen. The default setting is to list channels in descending order.



Changing the Guide Display

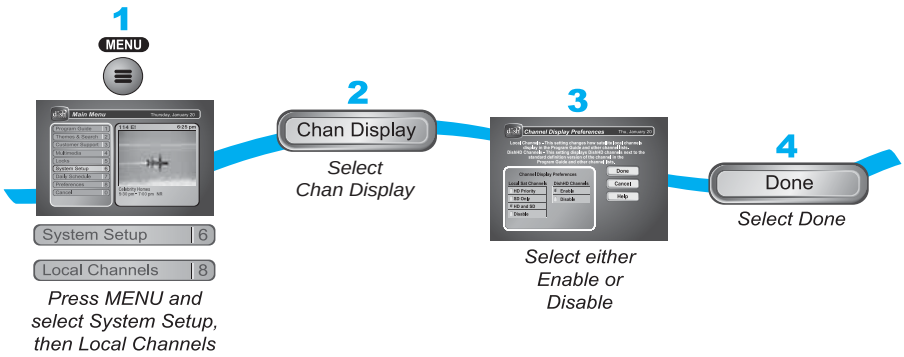
The receiver comes set to display the Program Guide with video in the upper right corner. However, you can change the way the Program Guide displays.


1
MENU
Preferences 8
Guide Display 2
Press MENU and select Preferences, then Guide Display
2
Select a Guide Display Option
Standard - Guide with Regular Text Size
Enhanced - Guide with Larger Text Size
Standard - Partial guide with video
Enhanced - Partial guide with video
Extended - Partial guide with video
Standard - Full guide without video
Enhanced - Full guide without video
Extended - Full guide without video
Select from the guide display options
3
Done
Select Done

- **Standard - Partial Guide with Video**. This is the default option. The Program Guide displays video in the upper right corner and 1.5 hours of schedule per page.
- **Enhanced - Partial Guide with Video**. Choose this option if you'd like larger text on your Program Guide. The Program Guide displays video in the upper right corner and one hour of schedule per page.
- **Extended - Partial Guide with Video**. Choose this option if you'd like to see video in the upper right corner and three hours worth of schedule per page on the Program Guide.
- **Standard - Full Guide without Video**. Choose this option if you'd like to see more channels per page on the Program Guide.
- **Enhanced - Full Guide without Video**. Choose this option if you'd like to see more channels per page in large text on the Program Guide.
- **Extended - Full Guide without Video**. Choose this option if you'd like to see more channels and three hours of schedule per page on the Program Guide.

Channel Display Preferences

The **Chan Display** option on the Local Channels menu allows you to customize how your local satellite channels and your DishHD channels display in the Program Guide and other channel lists.



1 Press MENU, select **System Setup**, and then **Local Channels**.

2 Select **Chan Display**.
Note: Changing the channel display preference may cause timers on those channels to be lost. Review your timers list after making any changes (refer to *Using the Timers List* on page 53).

3 Choose a preference for how local channels display in the Program Guide and other channel lists under Local Sat Channels:

- **HD Priority**—display only HD versions of the local channel below 100 at the local station's channel number. If an HD local channel is not available, the SD channel is listed.
- **SD Only**—display only SD local channels below 100. HD channels display in the four-digit channel range.
- **HD and SD (default)**—display both HD and SD local channels at the local station's channel number.
- **Disable**—HD and SD local channels are found only in the four-digit channel range.

4 Choose a preference for how DishHD channels display in the Program Guide and other channel lists under DishHD channels:

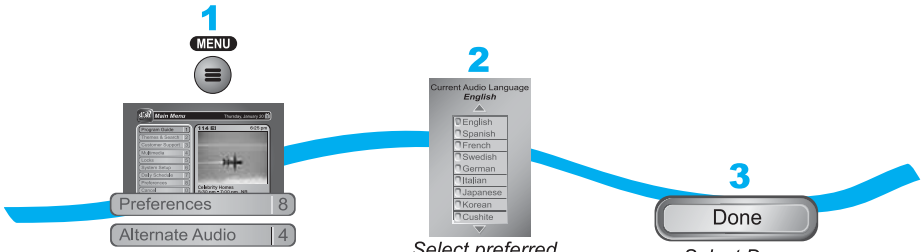
- **Enable (default)**—DishHD channels display at the SD channel number.
- **Disable**—DishHD channels display in the four-digit channel number.

5 Select **Done** on the Channel Display screen.

6 Select **Done** on the Local Channels screen.

CHANGING LANGUAGES

You may be able to change the language of some programs. An alternate language may not be available for all programs. Some programs, such as movies, indicate at the beginning whether an alternate language or descriptive audio is available. An alternate language applies only to the audio part of a program and does not change the language used in the menus displayed by the receiver. Descriptive audio—not included on all channels and programs—is a feature for the visually impaired that describes what is happening during a program.

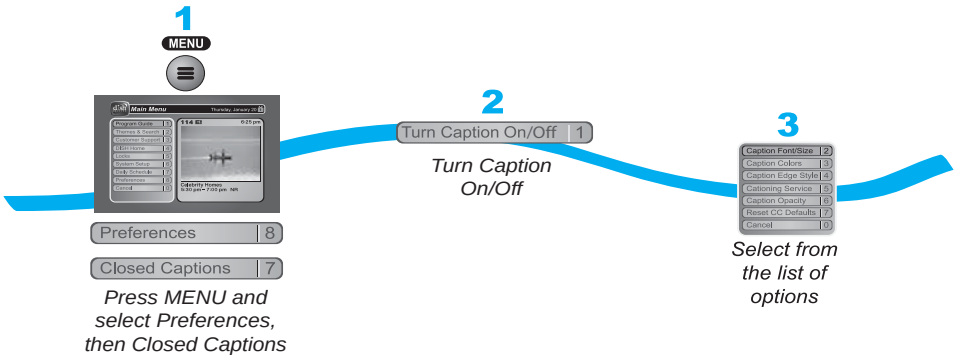


USING CLOSED CAPTIONING

The receiver has many options for Closed Captioning (CC), which allow you to change the feature to suit your needs. Also, you can display captions when you play back programs recorded using the receiver's DVR (Digital Video Recorder), even if you didn't have closed captioning turned on when the program was recorded.

Note: Not all programming contains closed captioning information.

To enable or disable closed captions and adjust how they are displayed, use the following steps:



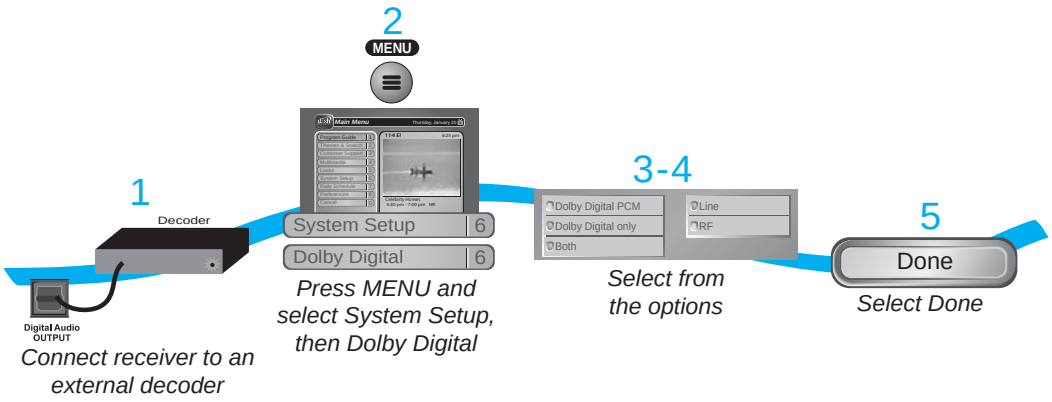
1. Press MENU. Select **Preferences**, then select **Closed Captions**.
2. Select Captions On/Off.
3. Select **CC is On** (to turn captions on) or **CC is Off** (to turn captions off), then select **Done**.
4. Choose the display options that match your preferences, then select **Done**.
   - **Caption Font/Size**—select a comfortable font and size.
   - **Caption Colors**—sets the background, letter, and edge colors. Choose the color combinations that makes the captioning easy to see.
   - **Caption Edge Style**—sets the edge style of the CC available text.
   - **Captioning Service**—selects the service you want to use.
   - **Caption Opacity—**choose from **Provider**, **Transparent** (see-through), **Translucent** (semi-see-through), **Solid**, and **Flashing**.
   - **Reset CC Defaults**—reset all closed captions settings to the default setting.

USING DOLBY® DIGITAL SURROUND SOUND

Dolby Digital gives you the capability to enjoy programs in surround sound. An external Dolby Digital decoder is required to enjoy this feature. Refer to your decoder user's guide.

Note: Not all programs contain a Dolby Digital sound track.

The receiver uses an optical port for outputting digital audio. The optical output can provide two audio data types: Dolby Digital and Linear PCM (only Dolby Digital can provide full 5.1-channel sound).



- **Dolby Digital Only**—select this option if the stereo system or amplifier can decode only Dolby Digital and will not process Linear PCM signals. See your amplifier's owner's manual for more details on the amplifier (and see the following table).
- **PCM Only**—select this option only if the stereo system or amplifier cannot decode Dolby Digital signals.
- **Dolby Digital/PCM**—select this option only if the stereo system or amplifier can decode both Dolby Digital and Linear PCM signals.

The audio output is also dependent on what is present in the program you are watching. The table below shows what type of output you will hear:

	Signal Present in Program		
Optical Output Setting	**Dolby Digital**	**PCM**	**Both**
Dolby Digital Only	Dolby Digital	PCM	Dolby Digital
PCM Only	PCM (downmix)	PCM	PCM
Dolby Digital/PCM	Dolby Digital	PCM	Dolby Digital

Note: When both audio signals are present in the program, the receiver defaults to Dolby Digital output unless you have selected PCM Only. If you have selected Dolby Digital Only but there is only PCM audio in the program, you will hear nothing. This also applies to the analog audio outputs.

- **Line Mode**. When you use this setting, in comparison to RF Mode, the dynamic range is wider, which makes the music and loud noises louder, but voices quieter. This setting is good if you don't mind turning the volume up louder to hear the speaking portions of programs.
- **RF Mode**. When you use this setting, in comparison with Line Mode, the dynamic range is narrower, which makes music and loud noises quieter, but voices louder. This setting is good if you need to keep the volume lower.

Resetting to Factory Defaults

You can reset the receiver to discard any changes you have made to the receiver, except for remote control address setting and locks. Resetting the receiver to factory default settings also discards all Favorite Lists except the All Chan, All Sub, and All HD lists.

If you have set any locks on the receiver, and the receiver is locked, these locks will be kept. If the receiver is unlocked, any such locks will be lost. You cannot reset the receiver to default settings to discard a password you have forgotten. No one but a Customer Service Representative can reset the receiver to bypass a receiver lock.

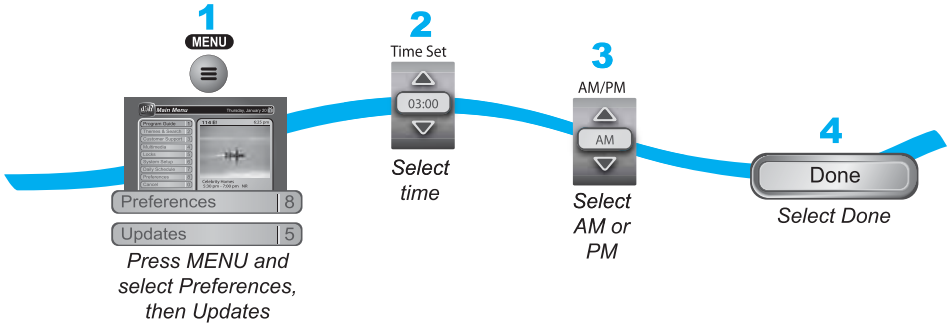
1 Press MENU, select **System Setup**, and then **Factory Defaults**. The receiver displays a Warning message to confirm that you want to reset the receiver's preferences.

2 Select **Yes**.

Scheduling Receiver Updates

The receiver comes scheduled to update the Program Guide at 3:00 am every day. This section describes how to change the Updates settings.

Note: This feature does not interfere with scheduled timers.



INACTIVITY STANDBY

If your receiver is on for a preset period of time without any activity (for example, no channel changes), the Inactivity Standby feature turns off the receiver so that you'll always have the latest Program Guide and DISH On Demand programs. Enabling this feature is recommended, as it also helps improve the reliability of your receiver. To change the settings for this feature, use the following steps:

1. Press MENU on the remote control.
2. Select **Preferences**, and then **Inactivity Standby**.
3. Highlight **Activation** and use the UP and DOWN ARROW buttons to switch between **Enabled** and **Disabled**.
4. Highlight **Inactivity Duration** and use the UP and DOWN ARROW buttons to select the amount of time the receiver waits before turning off.
5. Select **Done**.
   Note: Select **Defaults** to reset the changes you've made to this feature.

TIPS

- To take full advantage of Dolby Digital 5.1 surround sound, you need an optical cable and a stereo that supports this feature.
- To use the Caller ID feature on this receiver, be sure to have the receiver connected to an active phone line and subscribe to Caller ID service from your phone company.

QUESTIONS

- **How can I see who has called me in the past?** Open your Caller ID History by pressing MENU, select **System Setup** and then **Caller ID History**.
- **Why is my audio in another language?** You may have selected an alternate language. See the instructions on page 80 to change your preferred language.
- **How can I change the channel order in the Program Guide?** You can switch from ascending order (lowest to highest) or descending order (highest to lowest) by following the instructions on page 83.

Connections

Chapter 12

Connecting Your Satellite Receiver

What you'll find in this chapter:

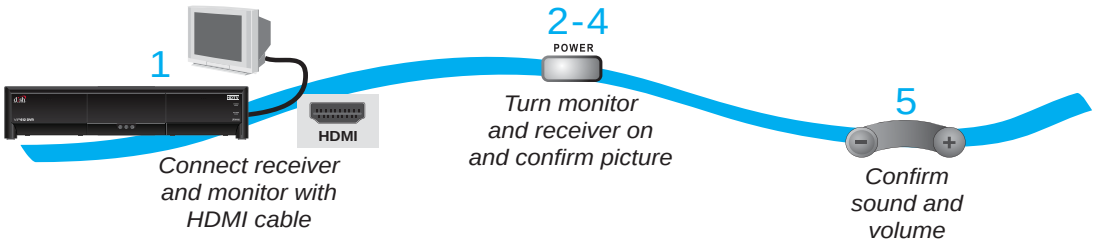
- CONNECTING TO THE TV
- CONNECTING TO YOUR DISH ANTENNA
- CONNECTING THE PHONE LINE
- CONNECTING A BROADBAND INTERNET CONNECTION
- CONNECTING AN OVER-THE-AIR ANTENNA
- SCANNING FOR OVER-THE-AIR CHANNELS
- USING TROUBLESHOOTING TOOLS

CONNECTING TO THE TV

High-Definition Connection: HDMI Cable

The **HDMI** (High-Definition Multimedia Interface) connection provides high-quality audio and video to your HDTV or HD Monitor using one cable. If your HDTV or monitor has an HDMI connection available, this is the recommended connection.

Note: Connecting your TV directly to the audio/video outputs of your receiver will assure a more vivid picture and enhance your viewing enjoyment.



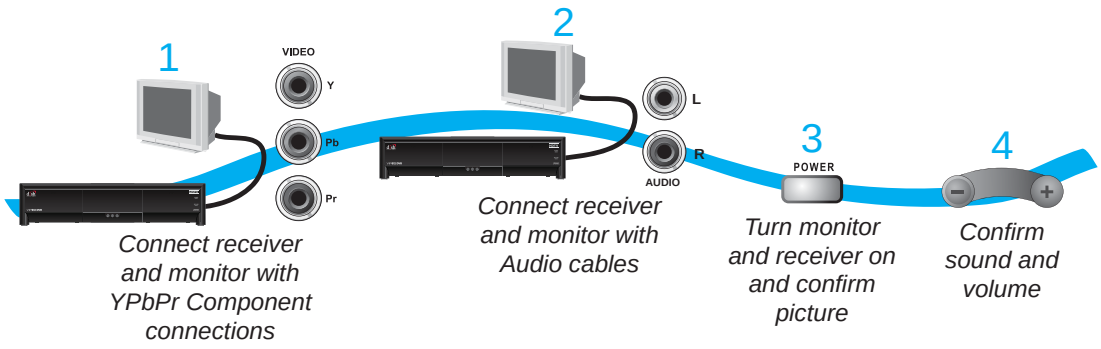
1. Connect an HDMI cable to the **HDMI** connection on the receiver.
2. Connect the other end of the HDMI cable to the HDMI input of the HDTV set or monitor.
3. Turn on your receiver and TV. Change your TV to the correct input or source. Consult your HDTV user's guide for assistance.
4. Confirm that you are getting a picture from the receiver.
5. If you do not see a picture, refer to *No Picture on the TV* on page 87.

   Note: In most cases connecting the HDMI cable provides plug-and-play control of the monitor's display resolution and other settings. However, your HDTV may require selecting a different format to display from the receiver during setup.

6. Turn up the volume on your HDTV and confirm you have sound. If you don't have sound, your system may require you to connect audio (red and white) RCA-type cables between the receiver's Audio Outputs and the TV's audio input connections.
7. Refer to *Setting Up to Display in HD* on page 88 to adjust the receiver's HD display settings to match your TV.

High-Definition Connection: YPBPR (Component) Cables

The **YPBPR** connections provide high-quality video to your HDTV or HD monitor. Use these connections if your TV does not have an HDMI connection.



1 Connect component video cables to the **YPBPR** (component) connections on the receiver. Connect the other end of the component video cables to the YPbPr (component) connections on the TV.

2 Connect audio (red and white) RCA-type cables between the receiver's Audio Outputs and TV's audio inputs.

3 Turn on your receiver and TV. Change your TV to the correct input or source. Consult your HDTV user's guide for assistance.

4 If you do not see a picture, refer to *No Picture on the TV,* below.

5 Turn up the volume on your HDTV and confirm you have sound.

6 Refer to *Setting Up to Display in HD* on page 88, to adjust the receiver's HD display settings to match your TV.

No Picture on the TV

This section helps you display a picture on your TV if you were not able to using the previous sections.

1 Connect RCA-type cables between the receiver's **COMPOSITE** (RCA-type) video output and your TV's Composite (RCA-type) input.

2 Verify the receiver and the TV are on.

3 Make sure the TV is set to the correct input for the RCA-type connection. Refer to your HDTV user's guide for assistance.

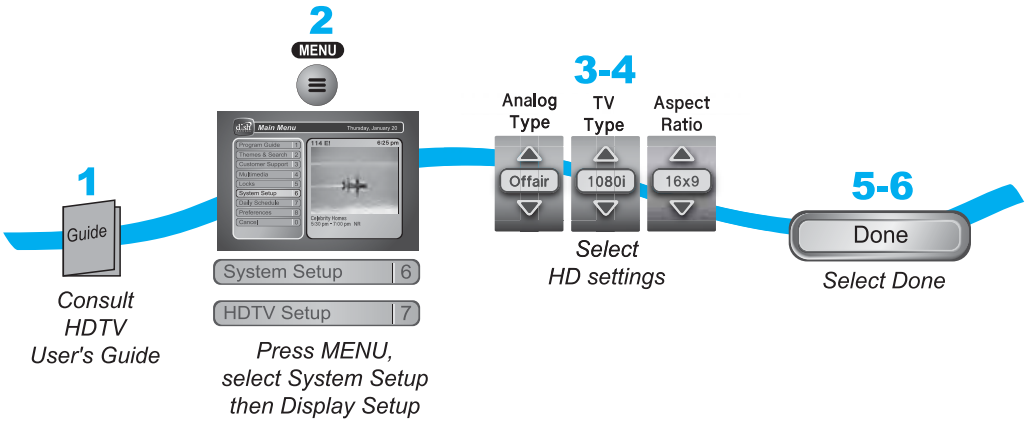
4 Change the HDTV settings to match your TV's display settings as described on page 88.

5 Change the TV to display from the HD input you connected in the previous sections. If you can see a picture, you are finished.

6 Repeat steps 4 and 5 until the TV displays video from the receiver.

Setting Up to Display in HD

Once the receiver has been activated with qualifying DISH Network HD programming, you will be able to receive HD programs. Use the following steps to select the HDTV display format that best matches your TV or monitor.



1 Consult your HDTV user's guide for the HD resolution that the TV supports (1080i or 720p).

2 Press MENU, select **System Setup**, then **HDTV Setup.**

3 Select the HD format settings (Analog Type and TV Type) that match the format supported by your TV, either 1080i or 720p.

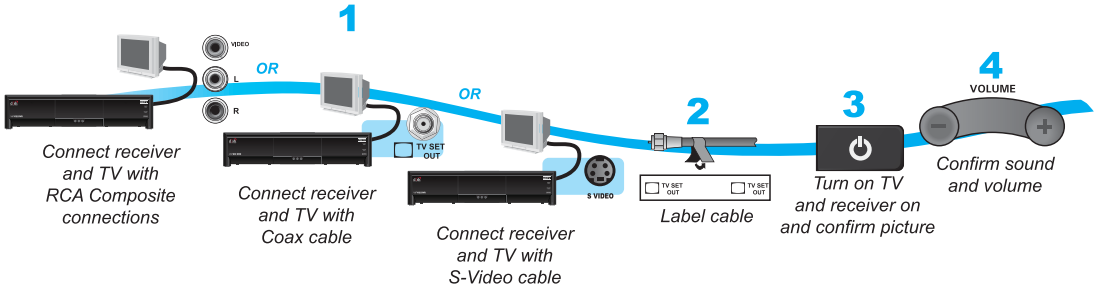
4 Select the Aspect Ratio that matches your TV type.

- 16x9 is the setting for wide-screen HDTV displays.
- 4x3 #1 is the setting to use on a 4x3 TV which uses vertical compression. When fed with a 16x9 program, a compatible TV automatically makes the picture letterbox format (black bars top and bottom) to preserve the correct horizontal and vertical proportions.
- 4x3 #2 is the setting to use on a 4x3 TV which does NOT have internal vertical compression. When fed with a 16x9 program, this type of TV will not show black bars at the top and bottom, and the picture will appear tall and skinny.

5 Select **Done**.

6 If required, set up the HDTV to display in the format that matches the receiver's settings. Some HDTVs will automatically adjust to the resolution setting of the receiver.

Standard-Definition Connections



1 Connect the receiver to the TV using one of the following:

- **AUDIO/VIDEO** connection (RCA-type composite connection)
- **S-VIDEO** and **LEFT/RIGHT AUDIO**
- **TV SET OUT**

2 If using the **TV SET OUT** connection, peel off the white sticker and attach it to the cable close to where it connects to the **TV SET OUT** connection on the back of the receiver. The sticker is in the front cover of this guide.

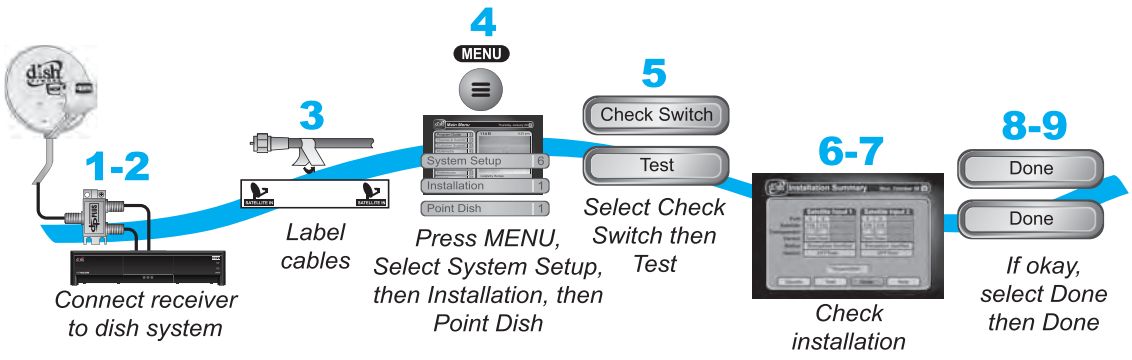
3 Turn on the TV and receiver to make sure you have a picture.

- If using the **TV SET OUT** connection, you'll need to set your TV to either channel 3 or 4. This output channel can be changed in the receiver's menus by pressing MENU on the remote control, selecting **System Setup**, **Installation**, then **Modulator Setup**. The default output is channel 3.
- If using the **S-VIDEO** or **AUDIO/VIDEO** connections, you'll need to set your TV to a video input or source. Refer to your TV's user guide for more information.

4 Turn up the volume on the TV to make sure you have audio.

CONNECTING TO YOUR DISH ANTENNA

Connect your TV to the satellite receiver using the previous sections before connecting the receiver to the dish antenna.



1 Connect two RG-6 coaxial cables between the **SATELLITE IN 1** and **SATELLITE IN 2** ports on the receiver's back panel and two available ports on either the switch, LNBF, or DISH Pro Plus Separator in your existing system.

Note: If you are installing your receiver in a system with DISH Pro or DISH Pro Plus LNBFs (and/or switches), you can have as much as 200 feet of cable between the LNBF and the receiver. You must use RG-6 coaxial cables rated up to at least 2150 MHz.

2 Peel off the blue stickers (found at the beginning of this *User's Guide*) and affix them to the cables near where they connect to the **SATELLITE IN 1** and **SATELLITE IN 2** connections on the back of the receiver.

3 On the remote control, press MENU, select **System Setup**, **Installation**, and then **Point Dish** to display the Point Dish screen on the TV.

4 Select **Check Switch** to go to the Installation Summary screen, then select **Test**.

5 The receiver begins performing the Check Switch test. When it is finished, the Installation Summary screen displays with the results of the test.

6 Verify that the information on the Installation Summary screen identifies your system correctly and shows all transponders for all satellites in your system.

7 Select **Done**.

8 Select **Done** to exit the Point Dish menu. If you receive a prompt that the receiver needs to download software, follow the on-screen instructions and do not disturb the receiver until the TV is displaying DISH Network video. The software download process usually takes between 15 and 30 minutes. If you do not receive the software download prompt, press VIEW LIVE TV. The receiver displays the "Acquiring Satellite Signal" message for a few minutes, then will display video.

CONNECTING THE PHONE LINE

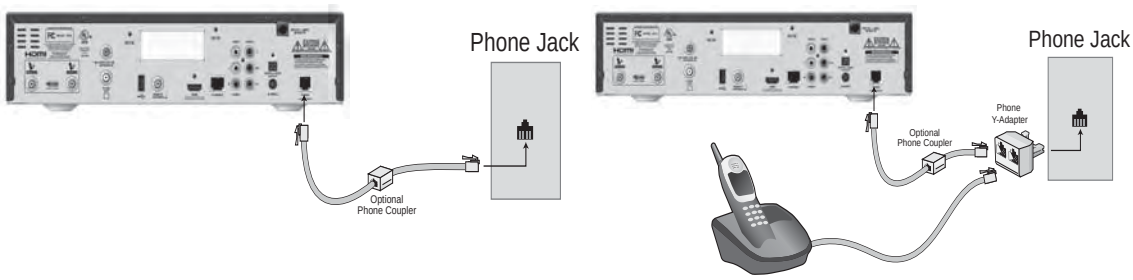
You must keep the receiver connected to an active telephone line to order Pay-Per-View programs, use all of the Dish**HOME** Interactive features, or use other services from DISH Network with your remote control.

Note: You may be able to use a wireless modem jack. However, this may not support all the features of this receiver, such as Caller ID. See www.dishnetwork.com for compatible modem products. If you have a Digital Subscriber Line (DSL), you may have to install a DSL filter between the receiver's back panel Phone Jack and the telephone wall jack to successfully connect with DISH Network. You can obtain a filter from your DSL provider.

Phone Line Connection

Connect a telephone cable with a standard RJ-11 connector between the receiver's back panel **PHONE** connection and an active telephone connection as shown below.

Note: Do not connect the phone line to the **ETHERNET** connection. If you accidentally connect the phone line to the **ETHERNET** port, all phones in your home may stop functioning.



Phone Connection Recommendations for VoIP

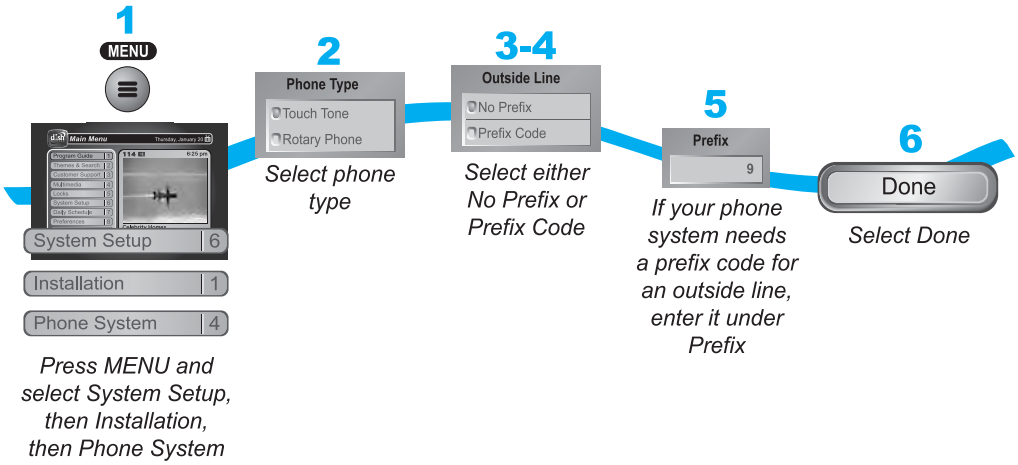
If you have a VoIP (Voice over Internet Protocol) phone service, the following tips may help improve the chances of the satellite receiver successfully connecting to DISH Network using the VoIP phone service.

Note: Not all VoIP services will function with the receiver.

- Manually set the VoIP equipment for the proper bandwidth, to the highest bandwidth possible, using the VoIP equipment's instructions.
- Use other settings or connections suitable for modems or fax machines.
- For Vonage VoIP customers only, using the phone prefix *99 in the phone systems setup can allow the VoIP connection to switch to its highest possible bandwidth. Follow the steps in *Phone System Setup*, below, to enter a phone prefix.

Phone System Setup

You must also set up the receiver for your telephone system (touch tone or rotary). If you need a prefix to make an outside call, set a telephone number prefix.



1 Press MENU on the remote control, then select **System Setup**, **Installation**, and then **Phone System**.

2 Select the **Touch Tone** or **Rotary Phone** option in the Phone Type list.

3 Select the **Prefix Code** option under Outside Line if you need to dial a prefix to make outside calls. Otherwise, leave this setting on **No Prefix**.

Note: Usually, you need a telephone number prefix only for business installations. For most residential installations, all you need to do is set the telephone system type. The default setting of No Prefix will allow correct dialing. If this is the case, select the **Save** option to save the above setting, and stop here. If you do need to set a prefix, then instead of selecting the **Save** option, go on to step 5.

4 If you selected **No Prefix**, select **Done**.

5 If you selected **Prefix Code**, the receiver highlights the box where you must enter the exact sequence you dial to reach an outside line.

6 Select **Done**.

Connecting a Broadband Internet Connection

If you have broadband (high-speed) Internet access at home, you can access additional features and capabilities by connecting your receiver to your home network. Refer to tech.dishnetwork.com and search for “home networking” for detailed instructions on making this type of connection.

Connecting an Over-the-Air Antenna

If you want to receive digital channels from an over-the-air antenna in addition to your satellite receiver programming, connect the over-the-air antenna to your satellite receiver.

- The **Over-the-Air Antenna In** connection on your receiver's back panel can be used to receive and view programming on the TV from an over-the-air antenna.
- Connect a VHF/UHF over-the-air antenna to the **Over-the-Air Antenna In** port. Peel off the black sticker (found at the beginning of this *User's Guide*) and affix it to the cable close to where it connects to the back of the receiver.
- You can add local over-the-air channels to the receiver's channels lists and assign them network affiliations. Once you have done this, you can access the channels via the Program Guide or the Browse Banner similar to accessing satellite channels.

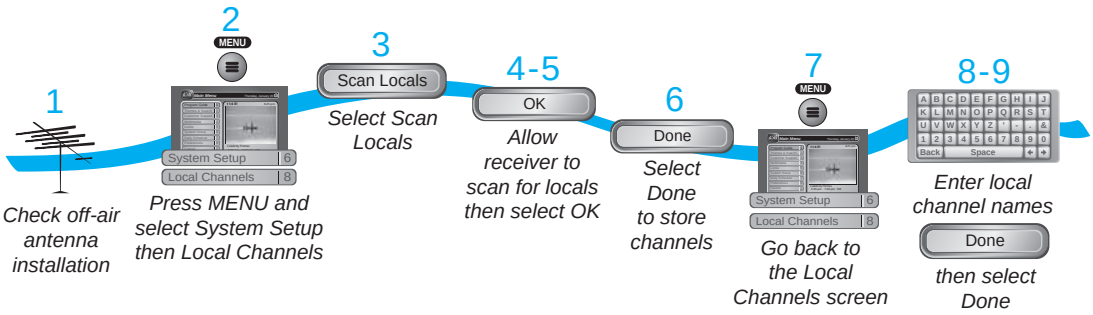
Note: The type of antenna required depends on the channels used by, and the locations of, the local broadcasters for your area. Visit www.antennaweb.org or contact a professional installer to help you select a suitable antenna.

Make sure to follow the antenna installation instructions correctly. Ground an outdoor antenna per the *National Electrical Code (NEC)* and any state and local electrical codes.

The audio/video quality on local over-the-air channels depends on the distance and terrain between the broadcast station and your home, and on the placement and quality of the over-the-air TV antenna you use. If you have questions about over-the-air channels, contact the broadcaster, not DISH Network.

SCANNING FOR OVER-THE-AIR CHANNELS

After your over-the-air antenna is adjusted for the best reception and connected to the receiver's **OVER-THE-AIR ANTENNA IN** connection, use these instructions to scan over-the-air channels into the satellite receiver's menus.



1 Verify your over-the-air antenna is installed and connected to the receiver's **OVER-THE-AIR ANTENNA IN.**

2 On the remote control, press MENU, select **System Setup**, and then **Local Channels**. If this is the first time you have opened the Local Channels screen, it will have no channels listed.

3 Scan for channels by selecting **Scan Locals**.

4 The scan will take a few minutes to complete. When it finishes, the results will show how many channels the scan found. If you want to stop the scan before it is completed, select **Cancel**.

5 Select **OK** to go back to the Local Channels screen and view the list of channels.

Note: The ARROW at the bottom left means that there are more channels, off the bottom of the screen, which you can get to with the ARROW keys if you wish to edit their names or remove them.

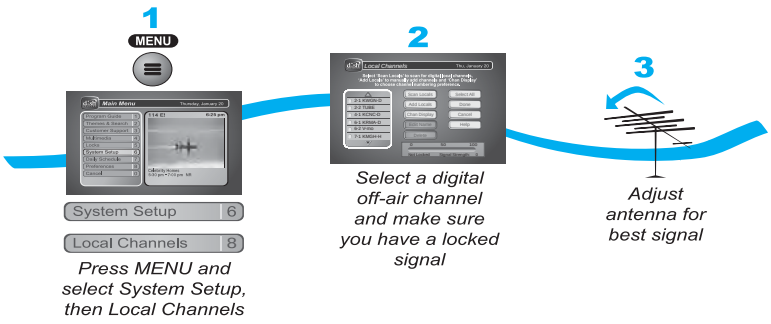
6 If you want to name the over-the-air channels, continue on. If you do not want to name your over-the-air channels, select **Done**. You will then be taken out of the menus back to watching TV.

7 Select a channel and then select **Edit Name** to modify the way the channel name displays on your screen. You can rename only one channel at a time.

8 Use the on-screen keyboard on the screen to select the letters of your channel name.

9 When you are finished making changes, select **Done**. The receiver displays a message while it is saving the changes. Be sure not to interrupt the receiver while it is saving the changes.

Peaking Your Over-the-Air Antenna


1
MENU
System Setup 6
Local Channels 8
Press MENU and select System Setup, then Local Channels
2
Select a digital off-air channel and make sure you have a locked signal
3
Adjust antenna for best signal

1 Press MENU, select **System Setup**, and then **Local Channels**.

2 Highlight a channel in the local channels list to display its signal strength. Make sure you see a green signal strength bar and a Locked indication on the signal meter.

3 Adjust the orientation of your antenna to maximize the signal strength. If you cannot get a Locked indication, you may need to upgrade your antenna or relocate it.

About Over-the-Air TV Broadcasts

Over-the-air TV signals are broadcast by local TV stations from a transmitter tower. You receive over-the-air TV signals using an indoor or outdoor antenna instead of the satellite dish. You are likely familiar with analog over-the-air TV signals - these are the signals that have been used to broadcast TV for many years. New digital over-the-air TV signals are broadcast and received in the same way. Digital over-the-air TV broadcasting uses advanced technology like that of the DISH Network to deliver superb picture quality and CD quality sound. However, digital over-the-air signal reception (like analog over-the-air signal reception) depends on several things.

- The distance between the broadcast station and your home (the farther away the station, the weaker the signal)
- The broadcast station's power (the lower the power, the weaker the signal)
- Obstacles between the station and your home, such as mountains, buildings, trees, or other objects (these may block or reflect the signal before it reaches you)
- Multiple broadcast stations (to receive good signals from several stations, you may need to compromise in how you aim the antenna or you may need more than one antenna)

The effects of poor digital reception are different from the effects of poor analog reception:

- Poor analog reception usually causes the TV picture to be “snowy” or to include “ghosts,” that is, multiple images caused by receiving reflected signals along with the direct signal from a station. Poor digital reception may cause the TV picture to be “pixelized,” that is, broken up into small squares of various colors, or to be lost completely (the TV screen is all black or all blue).
- Digital broadcasts often provide either a very good picture or no picture at all.

- You may be able to receive a poor analog signal but not be able to receive a digital signal at all.

To get the best possible digital signal reception, make sure you use the best over-the-air antenna for where you live:

- You can receive a limited number of channels using a rabbit ears type antenna on top of the TV set, or a much larger number via a large UHF/VHF indoor/outdoor antenna.
- The higher the quality of the antenna you use, the greater its range and the better its reception will be.

Digital OTA Broadcasts are Still Developing

- Broadcasters may still be testing digital signals and their strength, and may stop broadcasting without notice, vary power output, or turn it off.
- Some broadcasters do not yet have permanent transmitter tower.
- Broadcasters may choose to multicast, which allows them to provide multiple standard-definition channels in the same bandwidth used to provide a high-definition channel.
- These factors are outside of DISH Network's control.

Additional Installation Considerations

- Follow local and National Electric Code requirements for grounding the antenna.
- RG-6 coaxial cable is preferred for the **OVER THE AIR ANTENNA IN** connection. If you are diplexing the **OVER THE AIR ANTENNA IN** and **SATELLITE IN** cables, RG-6 coaxial cable must be used.
- You can not use a diplexer to combine the **OVER THE AIR ANTENNA IN** and **SATELLITE IN** cables if using an amplified antenna.

If you have questions about over-the-air channels, contact the broadcasters, not DISH Network. DISH Network does not broadcast over-the-air signals and so cannot do anything to change over-the-air signal quality. However, the receiver's digital channel setup menus provide a signal strength bar that can help you in aiming the over-the-air TV antenna for the strongest possible signal.

Additional Resources for Over-the-Air TV Broadcasts

For information on channel numbers, you can visit the National Association of Broadcasters (NAB) web page at www.nab.org.
Note: The receiver displays “Transmit Channel” which is referred to on the NAB web page as RF Channel. These terms mean the same thing.

Another good source of local channel information is available from the Consumer Electronics Association (CEA) web page at: www.antennaweb.org. This website provides recommendations for antenna types and pointing directions.

USING TROUBLESHOOTING TOOLS

Your receiver has troubleshooting tools that you can use to solve many common problems.

Resetting Your Receiver

1. Press and hold the receiver POWER button until the front panel lights blink.
2. Release the POWER button.

The receiver will take several minutes to reset, will display the message “Acquiring Satellite Signal”, may download the Program Guide, and then will return you to programming.

Diagnostics

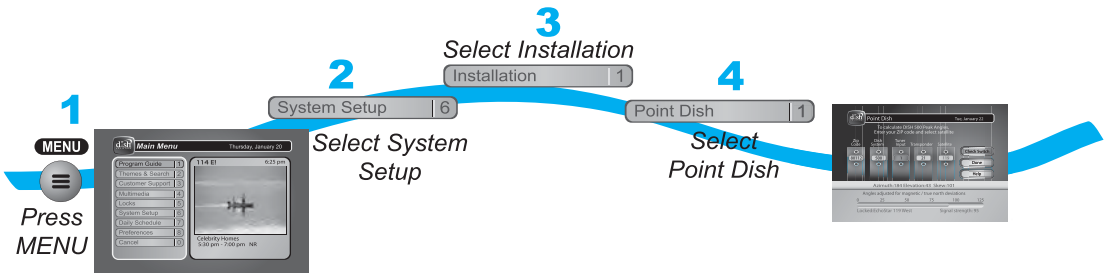
The Diagnostics screen allows you to check the phone and broadband Internet connection of your receiver.

1. Press MENU, select **System Setup**, then select **Diagnostics**.
   - Connection—Tests for a valid phone connection or broadband Internet connection.
   - Call Out—Updates the receiver’s smart card records. If “No Call Out Pending” is displayed, the receiver does not need to have its smart card records updated.
2. Select **Done** to exit the Diagnostics screen.

Point Dish and Check Switch

The Point Dish and Check Switch screens are helpful to the Customer Service Representatives. You may be asked to display these screens when you call DISH Network. Even though there are items that can be changed, only change them when specifically directed by a Customer Service Representative.

Warning: Running the Check Switch test while the receiver has low or no signal will result in incorrect receiver settings and cause you to lose channels. Do not run a Check Switch test unless directed to by a Customer Service Representative or other DISH Network instructions.



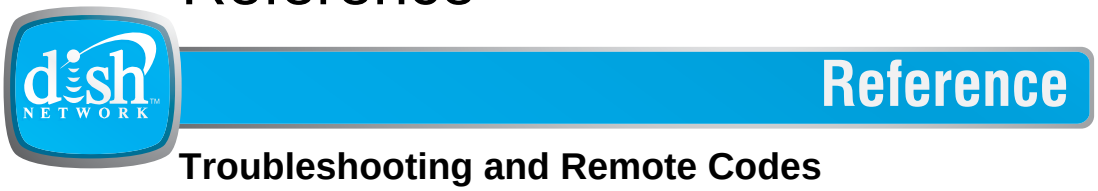
1 Press MENU.

2 Select **System Setup**.

3 Select **Installation**.

4 Select **Point Dish**. This screen shows you information to help maximize your satellite signal. The bar at the bottom of the screen tells you the signal strength. Green is a good signal, yellow is a marginal signal, and red indicates the signal is not acceptable or is from the wrong satellite.

Reference



Troubleshooting and Remote Codes

What you'll find in this chapter:

- TROUBLESHOOTING TABLES
- REMOTE CONTROL DEVICE CODES

TROUBLESHOOTING TABLES

Use these tables if you have problems using the system. Look in this section for a description of the problem before calling the Customer Service Center. Many problems arise from basic misunderstandings of how the system works, especially when you are just becoming familiar with it. To solve a particular problem, do the following:

1. Review the section in this Guide that relates to the problem.
2. If you cannot find a solution, then find the section in the following tables that relates to the problem.
   - Read the *What's Happening* column until you find the problem.
   - Read the information in the *Possible Reason* column.
   - Try each of the suggested solutions in the *What to Do* column.
3. Sometimes resetting the receiver can fix a minor problem. See *Resetting Your Receiver* on page 97.
4. Make sure your TV is tuned to the correct channel or input. Use RECOVER as described on page 73.
5. Make sure your remote control has fresh batteries. If you see the Remote Battery Low warning on your TV screen, it's time to change the batteries. Follow the instructions on page 13.
6. Make sure your receiver is connected to an active telephone line. See the instructions on page 91.
7. Check for anything that might be blocking the dish antenna's view of the sky, such as tree branches or snow.
8. For more information, call the Customer Service Center at 1-800-333-DISH (3474), or see www.dishnetwork.com or tech.dishnetwork.com.

Note: Before calling the Customer Service Center, have ready the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number. Display the System Information screen to find these numbers (See *Ordering Your Programming Packages* on page 4). Also, write down any error messages that the receiver displays on the television screen.

Message Numbers

Message Number	Possible Reason	What to Do
001	There may be a problem with the multi-dish switch.	Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Refer to tech.dishnetwork.com for additional steps.
002	Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal, or there may be other interference.	• Note the local weather conditions. Remove any snow or other debris which may have collected on the satellite dish. • Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. • Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the Point Dish screen as described on page 98. Consult your installer to re-aim the dish, if necessary, to obtain the strongest possible signal.
003, 004	The wrong type of coaxial cable may be used in the system, or the cable run length may be too long. There may also be a problem with the multi-dish switch.	• Make sure the system uses RG6 coaxial cable; if not, call your dealer or installer. • Check the dish-to-receiver cable run length is not more than 200 feet. Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Refer to tech.dishnetwork.com for additional steps.
005	The receiver may not have received authorization for programming yet. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal.	• If you have authorized the receiver (added it to your account), wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). • Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked, as described on page 98. If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center at 1-800-333-DISH (3474).
006	The receiver may not be connected to an active telephone line or broadband Internet connection.	You must connect each installed receiver to an active telephone connection or broadband Internet connection.
011, 012	Viewers in specific areas are prohibited from watching certain programs. For example, viewers who live close to a particular football stadium may be prohibited from watching football games that are played in that stadium.	Program providers specify which programs are blacked out for specific areas, not DISH Network.
013, 014	You may have tried to tune to a program on a channel which you have not bought.	• You must buy a channel before you can tune to a program on that channel. Call the Customer Service Center at 1-800-333-DISH (3474) to buy the channel, or if you believe this message was displayed by mistake. • If you subscribe to the channel and you see these messages, reset the receiver (page 97).

Troubleshooting Tables

Message Number	Possible Reason	What to Do
015	You may have just plugged in the receiver and it is acquiring the satellite signal or the receiver may have temporarily lost the signal.	• Wait a few minutes to see if the message goes away. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). • Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. • Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked, as described on page 98. If not, contact your installer to re-aim the satellite dish.
018	The receiver may not be connected to an active telephone line or broadband Internet connection.	• You must connect the receiver to an active telephone connection at all times. If you install two or more receivers, you must connect each receiver to an active telephone connection at all times. • Call the Customer Service Center at 1-800-333-DISH (3474) for help checking the credit limit and/or to get authorization to make a purchase.
022	The receiver may not have received authorization for programming yet. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal.	• If you have authorized the receiver, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). • Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. • Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked, as described on page 98. If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center at 1-800-333-DISH (3474) for help.
026	The receiver may have temporarily lost the satellite signal.	• Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). • Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. • Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked, as described on page 98. If not, contact your installer to re-aim the satellite dish.
028	The receiver may need to get new software before you can use it to order Pay-Per-View programs.	Turn the receiver off. Doing this allows the receiver to download new software via the satellite signal. The download may take several minutes; do not disturb or unplug the receiver during this time. When the download is done, you will be able to use it to order Pay-Per-View programs.
059	You may have tried to close an installation menu without having done the Check Switch test.	If your setup includes a multi-dish switch, you must run the Check Switch test as described on page 98.
060	You may have aimed the satellite dish at one satellite, but selected the option for another satellite on the Point Dish screen.	• Make sure that you have selected the option for the right satellite on the Point Dish screen, as described on page 98. • Make sure that the cable(s) for the satellite you have selected are connected to the LNBF that receives signals from that satellite. Re-aim the satellite dish at the right satellite.

Message Number	Possible Reason	What to Do
061	The receiver is downloading current software.	It is very important for the receiver to get the latest software to function properly. The download may take several minutes. Do not disturb or unplug the receiver during this time.
074	The receiver gives you three chances to enter the correct password. If you fail to do so, the receiver "times out" and will not allow you to try again for several minutes.	Wait a few minutes and then try again to enter the password. **Note:** The "time out" feature is designed to prevent someone from trying password after password until he or she happens to guess the right one and so gains unauthorized access to the receiver.
078, 079, 080	You may not have connected the receiver to an active telephone line or broadband Internet connection, or the telephone line or Internet connection may be defective.	Connect the receiver to an active telephone line or broadband Internet connection. Make sure that the telephone line or Internet connection to which you connect the receiver is working properly. **Note:** To order Pay-Per-View programs, you must keep each receiver connected to an active telephone line or broadband Internet connection. The receiver uses the telephone line to make toll-free calls (when the phone is not in use) or the Internet connection to send purchase information to DISH Network.
093	You may have selected the Reset Factory Defaults option.	If you want to reset the receiver to its factory default settings, select **Yes**. If you do not want to reset factory defaults, select **No**.

Changing Channels

What Is Happening	Possible Reason	What to Do
You enter a channel number. The channel changes, but not to the channel number you entered.	You may have made a mistake entering the channel number, or the channel number you entered may be invalid. If so, the channel displayed is the closest possible to the channel you entered.	• Try entering the channel number again. • Reset the receiver using the instructions on page 97.
When changing channels, using the Program Guide, Browse, or other channel lists, some of the channels you subscribe to are not listed.	• If you entered the number for a channel that you have not subscribed to, the receiver will change to the channel and display a message indicating it is not part of your subscription. • If a Favorites List other than All Chan is applied, the receiver will skip channels that are not on the applied list. • If you have set up the to hide adult channels or to hide locked channels, these channels are not displayed in the Program Guide or other channel lists.	• If you want to buy a channel, go to www.dishnetwork.com/myaccount, select the **Customer Support** option from the receiver's menu, or call the Customer Service Center at 1-800-333-DISH (3474). • Press GUIDE on the remote control, and press it again until it says All Chan at the top of the screen. • Change the Hide Adult or Hide Locked setting to include these channels in the Program Guide and other channel lists.

Remote Control

What Is Happening	Possible Reason	What to Do
When you press a button on the remote control, the receiver does not do what you expect.	The remote control may be missing batteries, the batteries may be incorrectly placed in the remote, or the batteries may be weak or dead.	• Install four new AAA batteries in the remote control. • If the remote control has fresh batteries, check whether they are placed according to the label diagram. If not, remove them and install them correctly.
Your UHF Pro remote control does not work well from far away.	You may be experiencing UHF interference from objects near your receiver antenna.	• Make sure the remote control antenna is connected to the **REMOTE ANTENNA** port on the receiver's back panel. • Make sure the remote control antenna is not touching any other equipment or any back panel connections on your receiver. Provide space above the receiver so the antenna can be installed straight up. • Place the receiver higher than the other equipment in your entertainment center. • Move the antenna away from the back of the entertainment center wiring and other electronics using a short piece of coaxial cable (3 to 5 feet). • Connect an F-connector attenuator between the receiver's **REMOTE ANTENNA** port and the remote control antenna. Refer to page 65. • Change the UHF Frequency of the remote control. Refer to page 64.
When you press the remote control POWER button to turn the receiver on, the receiver front panel power light does not light up.	• Remote control is not operating properly or the batteries are weak or dead. • The receiver power cord is not plugged into a power outlet, or there may be a problem with the power. • The remote control(s) may not be set to the address(es) used by the satellite receiver.	• Try the receiver's front panel button to see if the receiver responds. • Replace the remote batteries with fresh ones. • Check that the receiver power cord is not damaged, and that the plug is inserted correctly into the outlet. • Make sure the remote control(s) are set to the same address(es) used by the satellite receiver. Refer to page 62.

Program Guide or the Browse Banner

What Is Happening	Possible Reason	What to Do
In the Program Guide, some channels have a red background.	Red means that you have not subscribed to that channel. You must subscribe to a channel before you can view it.	• If you want to buy a channel, go to www.dishnetwork.com/myaccount, select the **Customer Support** option from the receiver's menu, or call the Customer Service Center at 1-800-333-DISH (3474). • Reset the receiver (page 97).
You try to display future programs in the Program Guide or Browse Banner, but find you cannot.	The Program Guide and Browse Banner can display programs scheduled for an extended, but not unlimited time beyond the present.	Try displaying the Program Guide again later. By that time, it may show programs for the time and date you want.
You try to display programs that have ended in the Program Guide or Browse Banner, but find you cannot.	The Program Guide and Browse Banner can display only programs that have not yet ended. These features cannot display a time earlier than the present.	Contact the program providers (for example, the channel or network affiliate that broadcast the program) for details on past programs.
When you are using the Program Guide or Browse Banner, some channels are missing.	• You may have applied a Favorites List other than the list named All Chan. • You may have set up the Program Guide so that when the receiver is locked, the Guide hides adult channels	• You can change the applied Favorites List while using the Program Guide by pressing the remote control Guide button. You can choose another custom Favorites List, the All Chan list, which includes all the channels, the All Sub list, which includes all subscribed channels, or the All HD list, which includes all subscribed HD channels. • Unlock the receiver for the Program Guide to display adult channels.

Watching A Program

What Is Happening	Possible Reason	What to Do
The receiver front panel power light is on, but the TV image is black, blue, or snowy.	• The TV set may not be working properly. • The TV may be connected to the wrong input. • If the TV and the receiver are working properly, there may be interference with the satellite signal.	• Verify the TV is set to the correct input or channel for your setup. • Make sure that the TV set is plugged into a working electrical outlet. • Make sure that the TV is turned on. • Use the RECOVER button (page 73). • Make sure that the TV is connected properly to the receiver. • Make sure that the TV's text mode and closed captioned features are turned off. • Make sure that the TV brightness and contrast are adjusted correctly.

Troubleshooting Tables

What Is Happening	Possible Reason	What to Do
The TV image has pixels (small squares), is freezing, or you have intermittent black screens.	Your receiver may be experiencing signal loss due to something blocking your dish's view of the sky, the dish being mis-aligned, or weather.	• Make sure that the satellite dish has a clear line of sight to the satellite. • Check whether branches or leaves have grown into the line of sight. • Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the Point Dish screen, as described on page 98. Consult your installer to re-aim the dish, if necessary, to obtain the maximum possible signal strength. • Note the local weather conditions. Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal. Remove any snow or other debris which may have collected on the satellite dish.
The receiver front panel power light is on, and there is a picture on the TV screen, but the picture: • has sparkles or is grainy • has a herringbone pattern • lacks color or vertical hold • wobbles • looks "washed out" or fuzzy.	• The TV set may not be working properly. • The receiver may not be properly connected to the TV. • There may be interference from other nearby electrical devices (such as radio towers, cellular telephones, computers, microwave ovens, radios, stereos, or TVs).	• Make sure that the TV brightness and contrast are adjusted correctly, and that the TV is working properly. Refer to your TV's user guide for assistance. • Make sure that the TV is connected properly to the receiver. Refer to Chapter 12 beginning on page 85. • Check other nearby electrical devices as possible sources of interference. • Check that all required coaxial cables are in place. • Check for moisture or water leaking into all connections. Dry them out if needed, then seal them with coaxial cable sealant. • Check the length of cable between your dish and receiver. If it is greater than 200 feet, contact the person who installed your system. • Make sure the system is properly grounded.
A "black box" fills almost all of the TV screen.	You may have turned on the Closed Captioning feature on the TV, and put that feature into Text mode.	• Turn off Closed Captioning through your TV's menus. Refer to page 81 to enable Closed Captioning through your receiver.

Favorites Lists

What Is Happening	Possible Reason	What to Do
You press the remote GUIDE button while the Program Guide is displayed. You find that you can apply only the All Chan, All Sub, or All HD list.	If you have not added channels to any custom Favorites List, you will be able to apply only the All Chan, All Sub, or All HD lists.	You must add channels to a custom Favorites List before you can apply it.
You try to change the All Chan, All Sub, or All HD list. The receiver displays an ERROR message.	The receiver will not allow you to change the All Chan, All Sub, or All HD lists.	Choose another list to change. The All Sub list includes all channels that are part of your subscription. The All HD list includes all high-definition channels that are part of your subscription.
You try to apply an empty Favorites List. The receiver displays an ERROR message.	The receiver will not allow you to apply an empty list.	Choose another list to apply, or add at least one channel to the empty list.
A Favorites List does not show channels that you know you have added to it.	If you have set the receiver to hide adult channels or hide locked channels, these channels are not included in the Program Guide or other channel lists.	Change the Hide Adult or Hide Locked setting on your receiver if you do not want these channels excluded from the Program Guide or other channel lists. Refer to page 38.

Timers

What Is Happening	Possible Reason	What to Do
You try to set up an event timer and the receiver displays a message noting that the program is locked.	You must enter the password before you can create an event timer for a locked program.	To create an event timer for the program, first enter the password.
You try to set up an event timer and the receiver displays a message noting that the program is a Pay-Per-View event.	You must order a Pay-Per-View event before you can create an event timer for it.	To create an event timer for the event, first order it.
You try to set up an event timer, but the receiver displays an Error message giving you the option to delete an event timer that was set up earlier.	You already have set up the maximum number of event timers.	To be able to set up a new event timer, delete one of the event timers you set up earlier.
You set up an event timer, but the receiver does not tune to the channel of the program, or does not record the program.	You may have set up a Reminder but what you should have set up is an Auto-Tune or a DVR timer.	Remember that a Reminder just reminds you that the program is about to start. An Auto-Tune timer reminds you and tunes the receiver to the program. A DVR timer reminds you, tunes the receiver, and records the program to the receiver's hard drive.

Troubleshooting Tables

What Is Happening	Possible Reason	What to Do
You set up an event timer for a program that is repeated (such as a regularly scheduled program), but the timer does not operate for a showing of the program.	You may have set up a timer with an incorrect frequency.	Remember that a Once event timer operates just one time. A Mon.-Fri. event timer operates Monday through Friday on the same channel at the same time. A Daily event timer does the same, Monday through Sunday. A Weekly event timer operates once a week on the same channel at the same time. All Episodes timers will record all episodes of that program, while New Episodes timers will record only the current season. A DishPASS timer records programs matching your DishPASS search term.
You set up an event timer, but the timer does not operate at all.	• You may have several timers set up for the same time and the event timer you set is at a lower priority than others. • You may have selected New Episodes and the timer you set was for an episode that is not new.	• Check the Priorities as described on page 52. • Check the Timer Frequency as described on page 52.
You set up a Dish**PASS** Timer and you notice that you have no space left on your My Recordings List.	The Dish**PASS** Timer may have included more matching programs than what you expected.	Delete that Dish**PASS** Timer and begin again. See page 58.
You stop the operation of an event timer for one showing of a program that is repeated (such as a regularly scheduled program), but the timer operates for the next showing.	Stopping the event timer applies only to the current showing of the program.	To stop all operations of a repeated event timer, you must delete the event timer. **Note**: The receiver deletes a Once event timer when it operates.
You edit an automatic event timer. The timer does not start or does not end according to the program for which you set the timer.	Editing an automatic event timer converts it to a manual event timer. Such a timer starts and stops at the times you specify, not the start and stop times of any specific program.	If you want an automatic event timer to start and stop according to a specific program, avoid editing that event timer.
You try to set up a manual event timer. The receiver displays an Error message.	You may have tried to set a manual event timer with invalid start or stop times.	Review the information on manual event timers on page 57.
The receiver does not display the program name for a manual event timer.	The receiver may not be able to display a program name for a manual event timer.	Use the Program Guide or a printed schedule to find the program name.
You set an event timer. The event timer misses the beginning or the end of a program.	The program may have started a little earlier than scheduled, or it may have run over its scheduled ending time.	• Use the Start 1 min. early option to start any event timer one minute early, except for a Pay-Per-View event. • Use a manual event timer to start any event timer at the times you set yourself, except for a Pay-Per-View event.

Hearing A Program

What Is Happening	Possible Reason	What to Do
The receiver front panel power light is on and there is a good picture on the TV set, but you do not hear any sound.	• You may have muted the sound, or set the volume so low that you cannot hear it. • The audio connections may not be properly connected. • You have selected Dolby Digital Only when there is no Dolby Digital soundtrack.	• Check the volume level on the TV or audio device. Turn off the mute or turn up the volume, as required. • Check the audio connectors and cables from the receiver to the TV or the sound system. • Check the TV speakers or the sound system. • In the Dolby Digital menu, select **Dolby Digital/PCM** for the audio output. If your decoder/amplifier will not accept Linear PCM digital input, use the analog connections instead.
You hear a foreign language with a program.	You may have set the receiver to select an alternate audio language. The program may be in a foreign language.	Press the MENU button on your remote. From the Main Menu, select **Preferences**, then **Alternate Audio**, and choose the language that you prefer.

Caller ID

What Is Happening	Possible Reason	What to Do
Caller ID is not working.	• You do not have Caller ID service from your local phone company. • Your phone line is not connected to the phone jack on the back of the receiver. • You do not have the Caller ID option enabled.	• Verify that Caller ID is a service provided by your local phone company. • Verify that you have connected the phone line to the phone jack on the back of the receiver. • Press the Menu button on your remote. From the Main Menu, select **System Setup**, then **Installation**, and then **Caller ID**. Select the **Enable Caller ID** option.

Telephone for Voice/Data/FAX

What Is Happening	Possible Reason	What to Do
While you are making a telephone call, you hear “clicks.”	The receiver may have tried to send Pay-Per-View purchase information to DISH Network using your phone line. When the receiver found that the telephone was busy, it automatically disconnected.	You do not have to do anything. You can always use your telephone line, because the receiver automatically hangs up if it finds the line is busy.
You pick up the telephone to make a call, but you do not hear a dial tone.	The receiver was sending Pay-Per-View purchase information to DISH Network using your phone line. When the receiver found that the telephone was busy, it automatically disconnected.	Hang up, and then pick up the telephone again to get a dial tone.

Troubleshooting Tables

What Is Happening	Possible Reason	What to Do
Your computer or fax machine tries to send a fax or modem transmission, but fails.	The receiver was sending Pay-Per-View purchase information to DISH Network using your phone line. When the receiver found that the telephone was busy, it automatically disconnected. The fax or modem found that there was no dial tone, and cancelled the transmission.	Re-send the FAX or modem transmission.
Your computer or fax machine was receiving a fax or modem transmission, but an error occurred.	The receiver may have tried to send Pay-Per-View purchase information to DISH Network using your phone line during the fax or modem call. When the receiver found that the telephone was busy, it automatically disconnected. This generated “clicks” that caused an error in the FAX or modem transmission.	Have the sender resend the FAX or modem transmission.

Locks

What Is Happening	Possible Reason	What to Do
You set a lock (for example, a lock on programs by ratings), but the lock does not take effect.	You may not have locked the receiver.	You must lock the receiver to apply any lock that you have set.
You forgot the password, so that you are unable to unlock the receiver.	N/A	Call the Customer Service Center at 1-800-333-DISH (3474). You must be able to verify your account information with the customer service representative.

Ordering a Pay-Per-View Program

What Is Happening	Possible Reason	What to Do
Someone orders a Pay-Per-View program without your permission.	You may have been away from the receiver, and someone else used it.	Lock the purchase of Pay-Per-View programs. Remember that you are responsible for all Pay-Per-View purchases, whether or not you authorize such purchases. If you lock Pay-Per-View purchases, then anyone who wants to order a Pay-Per-View program must enter the password.
You find that you are not able to order a Pay-Per-View program.	The receiver may not be connected to an active telephone line or broadband Internet connection.	Connect each receiver to a phone line or a broadband Internet connection for Pay-Per-View ordering using the remote control.
You find that you are not able to cancel a Pay-Per-View program.	You ordered a Pay-Per-View program, and then decided not to watch it.	You cannot cancel an order for a Pay-Per-View program, whether it was just ordered or ordered earlier.
Your setup includes more than one receiver. You order a Pay-Per-View program, but it does not appear on all of the receivers.	You ordered a Pay-Per-View program, and want it to be available on all the receivers in your setup.	If you want to watch a Pay-Per-View program on TVs connected on each receiver, you must order the program for each receiver but you only pay for the program once.

Menus

What Is Happening	Possible Reason	What to Do
You were using a menu, and it suddenly closed.	You may have not done anything with the remote control or front panel buttons for several minutes.	The receiver has a time-out feature that closes any menu after several minutes of no activity. This will discard any changes you have made, but otherwise does no harm to the receiver. Start over again.

Remote Control Device Codes

These tables contain the manufacturer codes for programming the remote to control your TV, VCR, DVD player, or audio amplifier. Every attempt has been made to include all codes. If your device brand is not listed or if the codes do not work, the remote may not control your device. In some cases, codes may operate some but not all buttons shown in this guide.

TV Codes

Programming in AUX mode: In most cases use these codes to program in TV mode; however, if programming in AUX mode, press 0 before entering the TV code.

A Mark 670
Action 662
Admiral 521 605 668 669 675
Aiko 727
Aiwa 751
Akai 570 573 659 660
A-Mark 620
Amtron 657
Anam National 509 541 620 651 657 661 663 698
AOC 505 506 519 520 573 620 627 652 653 654 659 664 665 670 672
Apex 743 744 745 757
Archer 620
Audiovox 620 657 662 672
Bell & Howell 590 669 675
Broksonic 562 659 661 748 752
Capehart 519 627
Citizen 506 516 523 524 525 526 590 652 654 657 658 680 727
Classic 659
Colortyme 573 627 652 654 660 667 668 671 674 679
Contec/Cony 541 655 657 661 662 726
Craig 536 541 657 661 662 666 667 694
Crown 526 536 657 666 670
Curtis Mathes 506 516 526 573 590 641 645 650 652 654 658 659 660 664 665 667 668 670 674 680 703 708
Daewoo 505 524 526 529 530 531 573 652 653 654 658 659 663 664 665 670 672 674 684 698 719 727
Daytron 526 627 652 654 658 665 670 672
Dell 772 773 774
Dimensia 645 650
DISH Network 742 763
Dixi 566 620
Dumont 501 627 652
Echostar 722
Electrohome 526 573 651 652 654 656 659 660 665 670 709 728
Emerson 526 534 536 541 573 590 627 636 642 648 652 654 655 657 658 659 660 661 662 665 666 667 669 670 677 679 682 692 696 699 720
Envision 506 573 652 654 660 664
Fisher 542 590 683
Fujitsu 534 682 694
Funai 534 541 657 661 662 677 682 694
GE 508 509 543 544 630 645 646 650 651 652 654 659 661 663 665 667 668 670 673 676 690 691 698 701 715 716 725 728 742 763
Goldstar 505 523 526 545 546 566 573 652 653 654 655 656 658 659 660 664 665 670 671 693 730 747
Gradiente 660 671
Granada 627 670 671
Grundig 670 673
Hallmark 627 652 654 659
Harmon/Kardon 561 659
Hinari 534
Hisense 759
Hitachi 523 526 548 549 553 554 555 585 597 626 636 638 643 648 652 654 655 665 668 669 670 672 673 702 718 726
Infinity 566 671
JBL 566 671
JC Penney 505 506 516 525 526 543 546 631 645 646 650 652 653 654 658 659 664 667 668 670 673 676 680 690 691 701 725 726 728 730
Jensen 556 573 652 654 660
JVC 508 557 559 642 649 655 667 673 676 726 735 736 737
Kawasho 548 561 573 652 654 664
Kenwood 506 573 652 654 656 659 660 664 679
Kloss Novabeam 657 663 698 723 724
Konka 753
KTV 526 541 573 657 658 661 662 664 665 670 696
Lloyds 627 679
Loewe 566
Logik 675
Luxman 523 652 654
LXI 563 566 590 595 617 631 635 645 646 650 654 659 668 683 691 701 725
Magnasonic 573 659 660 669 672 677
Magnavox 506 520 525 536 566 567 568 573 610 652 654 656 659 660 664 665 666 669 671 673 674 677 723 724 729 762
Majestic 675
Marantz 506 566 573 652 654 660 664 665 671
Megatron 627 654
Memorex 590 627 653 654 659 675 720
MGA 504 505 506 542 571 573 627 652 653 654 656 660 728
Mitsui 769
Mitsubishi 504 505 542 570 571 572 573 597 623 627 652 653 654 656 659 660 664 665 670 671 705 728
Montgomery Ward 675
Motorola 521 605 651
MTC 505 506 516 523 573 627 652 653 654 659 664 667 672 680
Multitech 657
NAD 502 617 627 631 635 637 654
National 509
NEC 505 506 507 517 523 573 627 651 652 653 654 660 664 665 679 731 732
Nikkai 612
Nikko 654 672 727
Onwa 541 657 661
Optimus 637
Optonica 521 605 607
Orion 694
Osaki 612
Panasonic 508 509 510 512 566 644 651 662 663 668 672 673 676 685 689 698 700 716 734 747 761 765
Philco 505 506 525 536 568 573 610 651 652 653 654 655 656 659 660 664 665 666 669 671 672 674 677 723 724 729
Philips 525 566 651 652 655 656 671 690 723 724 729 770
Pioneer 502 548 576 636 637 648 652 654 663 665 708
Portland 505 526 573 652 654 658 659 664 665 670 727
Price Club 680
Prism 676
Proscan 645 646 650 668 691 725 742 763
Proton 513 519 526 536 585 627 652 654 655 659 660 665 666 668 670
Quasar 508 509 651 663 673 676 698 700 747
Radio Shack 526 541 607 612 645 661 662 663 668 670 698
Radio Shack/Realistic 590 607 650 652 654 655 657 658 683 730
RCA 503 505 548 630 633 634 636 641 645 646 648 650 651 652 653 654 656 661 663 665 667 668 670 691 698 701 708 715 716 725 742 763
Realistic 590 645
Runco 501
Sampo 506 519 652 654 658 663 664 665 698 730 746
Samsung 505 506 516 523 526 566 573 612 627 647 652 653 654 655 656 658 659 664 665 667 669 670 679 680 704 717 730 738 755
Sansui 754
Sanyo 542 590 652 683
SBR 566
Schneider 566
Scott 526 534 541 600 652 654 655 657 661 662 665 670 677 682 696 701
Sears 523 534 542 563 590 595 601 604 617 627 631 635 645 646 650 652 654 656 659 661 668 670 682 683 688 691 703 725 726
Sharp 521 526 585 605 607 628 629 652 654 655 658 669 670 674 679 739 740 741
Signature 675
Solavox 612
Sony 500 578 640 670 690 758
Soundesign 525 536 541 627 652 654 657 659 661 665 666 682
Starlite 657
Supra 523
Sylvania 506 525 536 566 568 569 573 600 610 652 654 656 659 660 664 665 666 671 672 674 677 723 724 729 733 756 764
Symphonic 632 657 662 677 692 694
Tandy 521 605
Tatung 509 651 663 698
Technics 508 673 676
Techwood 523 573 652 654 660 676
Teknika 504 505 512 516 523 524 525 526 534 536 541 573 644 652 653 654 655 657 658 661 662 664 665 666 670 672 675 680 682 685 726 727
Telefunken 679
Toshiba 516 590 617 631 635 667 680 683 688 750 771
Totevision 526 658 668

Ultra 672
Universal 543 690
Vector Research 506
Video Concepts 570 661
Viewsonic 760
Wards 536 573 607 645 650 652 653 654 656 659 664 665 666 667 668 669 674 675 677 682 690 715 723 724 729
White Westinghouse 659 664 670 672 674
Yamaha 505 506 573 652 653 654 656 664 666 672 679
Zenith 501 520 639 652 672 675 693 747

VCR Codes

Programming in AUX mode: In most cases use these codes to program in VCR mode; however, if programming in AUX mode, press 1 before entering the VCR code.

Aiwa 588 622 623
Akai 513 514 515 516 517 518 520 568 682
Alba 546
Amstrad 588
ASA 556
Audiovox 676
Bell & Howell 581
Broksonic 559 748
Bush 589
Calix 676
Canon 554 678 679
Capehart 546
CCE 681
Citizen 534 591 592 594 675 676 677
Colortyme 592
Craig 591 608 675 676 681 685
CurtisMathes 554 592 594 605 607 675 677 678 679 683
Daewoo 506 534 546 547 559 588
Daytron 546
Denon 686
Dimensia 607
Dumont 549
Electrohome 512 676
Emerson 505 506 508 509 511 512 534 559 568 588 590 618 676 678
Finlandia 549
Finlux 549 556 588
Fisher 548 549 581 584 588 608 610
Fuji 678
Funai 588
Garrard 588
GE 550 551 552 554 572 591 605 607 675 678 679
GoVideo 557 558 620 685
Goldstar 592 594 676 747
Goodmans 585 589
Gradiente 588
Granada 549 581
Grundig 556
Harmon/Kardon 568 592
Harwood 681
Hinari 589
Hitachi 536 538 539 540 588 595 597 680 682 686
ITT 518
JCPenney 554 581 591 592 594 595 600 674 675 676 678 679 680 681 685 686
Jensen 595 680 682
JVC 561 562 563 581 592 594 600 674 682 686
Kenwood 562 581 592 594 600 674 677 682 683
KLH 681
Kodak 676 678
Lloyds 683
Logik 589 681 685
Luxor 518
LXI 676
Magnasonic 685
Magnavox 527 533 554 556 678 679 685
Marantz 554 556 581 585 592 594 600 602 674 677 678 683
Matsushita 678
Memorex 507 533 549 554 566 581 585 588 608 675 676 678 686
MGA 512 567 568
Minolta 595 680 686
Mitsubishi 512 562 567 568 570 571 595 680
Motorola 678
MTC 544 588 675 685
Multitech 579 588 675 677 681
NAD 573
NEC 562 581 592 594 600 602 674 677 682 683
Nikko 676
Noblex 675
Olympus 678
Optimus 676
Optonica 585
Orion 506
Panasonic 523 554 598 614 628 633 678 679 685 747
Pentax 592 595 677 680 683 686
Pentex Research 594
Perdio 588
Philco 554 678 679 686
Philips 554 556 585 678
Pioneer 562 573 574 575 576 600 674 680
Portland 546 677
Proscan 605 607
Proton 685
Quasar 554 678 679 747
Radio Shack 512 607 608 610
Radio Shack/Realistic 581 584 588 608 675 676 678 679
Radix 676
RCA 518 525 527 528 591 595 605 607 615 631 649 675 678 680 686
Realistic 534 549 554 581 584 585 588 608 675 678 679
Ricoh 502
Runco 533
Saisho 506
Salora 567 581
Samsung 515 517 534 579 591 675 755
Sansui 544 562 600 674 682 685
Sanyo 549 581 582 583 608 675
SBR 556
Schneider 589
Scott 508 534 559 590
Sears 548 549 581 584 595 608 610 676 678 680 683 686
Sentra 546
Sharp 512 585 607 625
Shintom 589 595 681 685
Singer 678 681 685
Sony 500 501 502 504 768
STS 678
Sylvania 554 556 567 588 678 679 756
Symphonic 588 594 683
Tandy 581 588
Tashiko 588 676
Tatung 594 682
Teac 588 594 682
Technics 554 633 678
Teknika 554 588 676 678
Toshiba 534 535 567 584 590 680
Totevision 591 675 676
Unitech 675
Vector Research 534 592 600 674 677 683
Video Concepts 534 568 592 600 674 677 683
Wards 534 588 595 608 675 676 678 680 681
XR-1000 588 678 681
Yamaha 581 592 594 600 674 682 683
Zenith 500 501 533 747

Tuner/Amplifier Codes

Programming in AUX mode: Press 2 before entering the tuner/amplifier code.

Aiwa 636 641 656 687 718 720 724 725 726
Bose 761
Carver 653
Citizen 709
Curtis Mathes 734
Denon 647 674 757 758 759 760 762
Fisher 653 741
GE 711
Goldstar 677 690
Harmon/Kardon 640 672 751
Hitachi 717 754
JBL 640
JVC 637 683 703 725
Kenwood 649 676 691 726 728 745
Luxman 752
Magnavox 654 705 740
Marantz 651 740 742 743 764
NAD 739
Nakamichi 671 748 750
NEC 716 739
Onkyo 642 660 662 678
Optimus 648 664 734 744 749
Panasonic 643 644 652 742 746 764
Pioneer 658 667 668 679 702 734
Proton 654 705
Quasar 652 742 746 764
Radio Shack 744
RCA 635 638 704 727
Sansui 753
Sanyo 741
Sharp 712 713 714 715 749
Sherwood 646 670 736 738 744
Sony 639 645 650 687 728 729 730
Soundmatters 763
Teac 684 737
Technics 643 644 652 742 746 764
Toshiba 710
Yamaha 663 730 731 732 733 745 747

DVD Player Codes

Programming in AUX mode: In most cases use these codes to program in VCR mode; however, if programming in AUX mode, press 1 before entering the VCR code.

Aiwa 634 694 751
Alpine 653
Apex 654 655 743 744 757
Bose 758
Broksonic 656 752
Clarion 696

Classic 695
Daewoo 657
Denon 697 698 699 700
Emerson 658 701
Fisher 659
Funai 658
GE 702 703
Go Video 692 693
GPX 704
Hitachi 632 635 660 705 706 707
JVC 636 689 708 711
Kenwood 761
Konka 637 638 753
Koss 745
Lasonic 762
Magnasonic 762
Magnavox 626 661
Memorex 709
Mintek 710
Mitsubishi 629 767
NAD 701
Nakamichi 763
Norcent 712
Onkyo 713
Oritron 723
Panasonic 639 662 663 714 715 716 717 734 765
Philips 640 641 766
Pioneer 665 718 719
Proscan 720
Qwestar 721 723
RCA 627 650 666 690 742 749
Sampo 724
Samsung 651 652 667 668 691 740 741
Sansui 725 754
Sanyo 643 726
Sharp 669 727 746
Sherwood 728
Sony 617 644 645 670 671 729 730 731 768
Sylvania 658 764
Teac 732
Technics 733
Techwood 664
Toshiba 616 646 647 672 735 736 750
Yamaha 737 738 739
Zenith 648 673

TV/DVD Combo Codes

Programming for combination equipment: Program the remote control in TV mode and then in VCR (or AUX - press 1 before entering the DVD code) mode.

Aiwa 751
Apex 757
Broksonic 752
Konka 753
Panasonic 734 765
RCA 749
Sansui 754
Sylvania 764
Toshiba 750

TV/VCR Combo Codes

Programming for combination equipment: Program the remote control in TV mode and then in VCR mode.

Broksonic 748
Goldstar 747
Panasonic 747
Quasar 747
Samsung 755
Sylvania 756
Zenith 747

DVD/VCR Combo Codes

Programming for combination equipment: Use VCR mode to control VCR and DVD functions; however, if programming in AUX mode, press 1 before entering the DVD/VCR code.

Go Video 692 693
JVC 689
RCA 690
Samsung 667 691
Sony 768

Appendix

What you'll find in this chapter:

- LIMITED WARRANTY
- RESIDENTIAL CUSTOMER AGREEMENT
- STAYING LEGAL
- FCC COMPLIANCE

LIMITED WARRANTY

⚠ This Limited Warranty is a legal document. Keep it in a safe place. Remember to retain your Bill of Sale for warranty service! Any items returned without a copy of the Proof of Purchase will be considered out of warranty.

What the Warranty Covers

This warranty extends only to the original user of the equipment and is limited to the purchase price of each part. EchoStar Technologies Corporation and its affiliated companies ("EchoStar") warrant this system against defects in materials or workmanship as follows:

- **Labor**: For a period of one (1) year from the original date of purchase, if EchoStar determines that the equipment is defective subject to the limitations of this warranty, it will be replaced at no charge for labor. EchoStar warrants any such work done against defects in materials or workmanship for the remaining portion of the original warranty period.
- **Parts**: For a period of one (1) year from the original date of purchase, EchoStar will supply, at no charge, new or e-manufactured parts in exchange for parts determined to be defective subject to the limitations of this warranty. EchoStar warrants any such replacement parts against defects in materials or workmanship for the remaining part of the original warranty period. **Note**: "Parts" means items included in this package, which may include the satellite dish assembly, receiver, LNBF, remote control, or dish mounting hardware. It does not include other parts purchased separately.

What the Warranty Does Not Cover

- This warranty does not cover installation of the system. If applicable, such installation will be warranted under a separate installation agreement.
- This warranty does not cover consumer instruction, physical setup or adjustment of any consumer electronic devices, remote control batteries, signal reception problems, loss of use of the system, or unused programming charges due to system malfunction.
- This warranty does not cover cosmetic damage, damage due to lightning, electrical or telephone line surges, battery leakage, fire, flood, or other acts of Nature, accident, misuse, abuse, repair or alteration by other than authorized factory service, use of accessories not recommended by the receiver manufacturer, negligence, commercial or institutional use, or improper or neglected maintenance.
- This warranty does not cover equipment sold AS IS or WITH ALL FAULTS, shipping and handling, removal or reinstallation, shipping damage if the equipment was not packed and shipped in the manner prescribed, nor equipment purchased, serviced, or operated outside the continental United States of America.

Legal Limitations

REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY. ECHOSTAR SHALL NOT BE HELD LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESSED OR IMPLIED WARRANTY ON THIS SYSTEM, NOR FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF, OR INABILITY TO USE, THIS SYSTEM. UNDER NO CIRCUMSTANCES SHALL ECHOSTAR'S LIABILITY, IF ANY, EXCEED THE PURCHASE PRICE PAID FOR THIS SYSTEM. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS SYSTEM IS LIMITED IN DURATION TO THE PERIOD OF THIS WARRANTY. ECHOSTAR RESERVES THE RIGHT TO REFUSE TO HONOR THIS WARRANTY IF ECHOSTAR DETERMINES ANY OF THE ABOVE EXCEPTIONS TO HAVE CAUSED THIS SYSTEM NOT TO HAVE PERFORMED PROPERLY. THIS WARRANTY SHALL BE VOID IF ANY FACTORY-APPLIED IDENTIFICATION MARK, INCLUDING BUT NOT LIMITED TO SERIAL OR CONDITIONAL ACCESS NUMBERS, HAS BEEN ALTERED OR REMOVED. THIS WARRANTY SHALL ALSO BE VOID IF THE RECEIVER HAS BEEN OPENED BY AN UNAUTHORIZED PERSON.

If You Need Assistance

1. Call the Customer Service Center at 1-800-333-DISH (3474). Have the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number ready. Display the Important System Information menu to find these numbers.

2. A Customer Service Representative will assist you.
3. If the Representative determines you should return any equipment, you will be directed to call a Return Authorization representative. Before shipping any equipment, you must talk to a Return Authorization representative and must obtain a Return Authorization (RA) number.
4. You will be given the appropriate address for which to return your equipment. Whether under warranty or not, you will be responsible for the cost of shipping back the defective equipment. For faster service, see the Advance Exchange Program below.
5. Returned equipment must be packaged properly, using either the original shipping materials or the packaging in which the replacement equipment is shipped. Include a copy of the Bill of Sale. Any items returned without a copy of the Proof of Purchase will be considered out of warranty. Follow the instructions given to you by the Customer Service Representative.
6. Write the RA number in large, clearly visible characters on the outside of the shipping box that you use to return the equipment. To avoid confusion and misunderstandings, shipments without an RA number clearly visible on the outside of the box will be returned to you at your expense.

DISH Network's Exchange Programs

DISH Network offers two options if you need to replace your satellite receiver equipment or its accessories.

Advance Exchange Program

The Advance Exchange Program allows you to have replacement equipment shipped immediately to you (depending upon where you live, it could take three to five business days). Along with replacement equipment, you will receive a prepaid shipping label and instructions on how to return the defective equipment. The shipping charge, for receiving replacement equipment and returning the defective equipment, is a one-time fee based on EchoStar's competitive bulk shipping rates (additional charges may apply outside of the continental US). This fee will be charged to your billing account or your valid credit card. If you do not ship the defective equipment to EchoStar within ten days after receiving the replacement, your billing account or credit card will be charged the market price of the replacement. If you return the defective equipment after ten days, you will receive a full refund less an administrative fee.

If your equipment is out of warranty and can be repaired your billing account or credit card will be charged the standard repair fee for the replacement. If damage to the defective equipment is found, which EchoStar in its sole discretion determines has voided the warranty, or makes the equipment unrepairable, billing account or credit card will be charged the market price of the replacement.

Post Receipt Exchange Program

You may choose to ship the equipment to us at your cost. To provide faster service, upon receipt of your equipment you will be shipped a replacement. Your original equipment will not be available for return.

If the defective equipment is covered under this warranty, a replacement will be shipped back to you at no additional cost (additional charges may apply outside the continental US).

If your equipment is not covered under warranty and can be repaired your billing account or credit card will be charged the standard repair fee for the replacement. If damage to the defective equipment is found, which DISH Network in its sole discretion determines has voided the warranty, or makes the equipment unrepairable, your billing account or credit card will be charged the market price of the replacement.

Accessory Warranty

An accessory is any DISH Network branded equipment, displaying the DISH Network logo, excluding the receiver, cables and hookups, and non-mechanical components. A one-year warranty becomes effective upon the activation of the DISH system or date of purchase, if bought separately. A proof of purchase is required to verify the purchase date. If an accessory has an expired warranty, no exchange will be issued. You may purchase replacement accessories from DISH Network or your local retailer.

RESIDENTIAL CUSTOMER AGREEMENT

Thank you for choosing DISH Network as your television service provider. DISH Network is happy to answer any questions you may have and to provide you with technical and other customer support. You may contact us 24 hours a day, any day of the year, by any of the following means:

Phone: 1 (800) 333-DISH (3474)
Email: feedback@customermail.dishnetwork.com
Mail: DISH NETWORK CUSTOMER SERVICE CENTER
P.O. BOX 9033
LITTLETON, CO 80160
Website:www.dishnetwork.com

To view this Residential Customer Agreement (the "Agreement") in Spanish, please visit our website at www.dishnetwork.com or call us at 1 (800) 333-DISH and we will send you a copy. Para ver este Acuerdo en español por favor visite www.dishnetwork.com o llame al 1(800)333-DISH y le enviaremos una copia. "DISH Network" is a trademark of EchoStar Satellite L.L.C. For purposes of this Agreement and any customer agreement(s) applicable to the promotion(s) pursuant to which you are receiving Services and/or Equipment, "DISH Network", "we" or "us" shall mean EchoStar Satellite L.L.C. or, where applicable under the particular circumstances, third party billing agents, and "you" or "your" refer to you, the DISH Network subscriber.

THIS RESIDENTIAL CUSTOMER AGREEMENT DESCRIBES THE TERMS AND CONDITIONS UNDER WHICH DISH NETWORK WILL PROVIDE ITS SERVICES TO YOU. THIS AGREEMENT IS EFFECTIVE UNTIL CHANGED OR REPLACED. IF YOU ARE AN EXISTING DISH NETWORK CUSTOMER AND DO NOT ACCEPT THESE TERMS AND CONDITIONS, OR ANY SUBSEQUENT CHANGES TO, OR REPLACEMENT OF, THESE TERMS AND CONDITIONS, PLEASE NOTIFY US IMMEDIATELY AND WE WILL AT OUR OPTION CANCEL YOUR SERVICES OR ALLOW YOU TO CONTINUE TO RECEIVE YOUR SERVICES UNDER THE TERMS AND CONDITIONS OF YOUR IMMEDIATELY PRIOR RESIDENTIAL CUSTOMER AGREEMENT. IF YOU ARE A NEW DISH NETWORK CUSTOMER, YOUR ACTIVATION OF A DISH NETWORK ACCOUNT AND RECEIPT OF DISH NETWORK SERVICES SHALL CONSTITUTE YOUR ACCEPTANCE OF THIS AGREEMENT AND ITS TERMS AND CONDITIONS WILL BE LEGALLY BINDING UPON YOU. IF YOU ARE AN EXISTING DISH NETWORK CUSTOMER, WE WILL NOTIFY YOU OF ANY CHANGES TO, OR REPLACEMENT OF, THE TERMS AND CONDITIONS OF THIS AGREEMENT AND YOUR CONTINUED RECEIPT OF DISH NETWORK SERVICES FOLLOWING RECEIPT OF SUCH NOTICE SHALL CONSTITUTE YOUR ACCEPTANCE OF SUCH CHANGED OR REPLACED TERMS AND CONDITIONS AND THEY WILL BE LEGALLY BINDING ON YOU.

1. THE DISH NETWORK SERVICE

A. Services Defined. For purposes of this Agreement, the term "Services" shall mean all video, audio, interactive and other programming services and all other services that are currently available from DISH Network (whether subscription based, pay-per-view based or otherwise) and that we may provide to consumers in the future.

B. Changing Your Programming Selection. Unless otherwise specified in this Agreement or the customer agreement(s), if any, applicable to the promotion(s) pursuant to which you are receiving Services and/or Equipment, you may change your programming selection at any time by notifying us. A fee may apply to such changes ("Transaction Fee"). In addition (and without limitation), you may be charged a monthly fee ("Service Access Fee") if you fail to subscribe to one of the following DISH Network basic programming packages: America's Top 60, America's Top 120, America's Top 180, Great Wall TV Package, DISH Latino, DISH Latino Dos DISH Latino Max, America's "Everything" Pak, Latino "Everything" Pak, or any of their successor packages. Some Services are only available if you purchase and maintain a minimum level of programming.

C. Programming Availability. Certain Services transmitted by us, including but not limited to some subscription Services, sporting events and broadcast network Services, may be blacked out in your area of reception. If you circumvent or attempt to circumvent any of these blackouts, you may be subject to legal action. You must be at least 18 years of age, or the applicable age of majority where you reside, in order to receive adult-oriented programming services.

D. Ordering Pay-Per-View. You may order DISH Network special events and pay-per-view Services by using your on-screen Program Guide and remote control unit to select the movies and other events we offer. To receive the full functionality of DISH Network pay-per-view Services, your DISH Network receiver must be connected to a land-based telephone line. You may also order DISH Network special events and pay-per-view Services by calling the following toll free number: 1-877-DISH-PPV (3474-778) and using our automated system or speaking with a live operator at one of our Customer Service Centers. A fee will apply for using our automated system ("Pay-Per-View Automated Fee") or calling one of our Customer Service Centers ("Pay-Per-View Live Operator Fee").

E. Private Home Viewing Only. DISH Network provides Services to you solely for your private home viewing, use and enjoyment. You agree that no Services provided to you will be viewed in areas open to the public or in commercial establishments. Services may not be rebroadcast, nor performed, nor may admission be charged for listening to or viewing any Services. If we later determine that you utilized your Equipment (or sold, leased or otherwise gave possession of such equipment to a third party who you knew or reasonably should have known intended to use it) to permit the viewing of Services in a commercial establishment or any other area open to the public, we may disconnect your Services and in addition to all other applicable fees, you agree to pay us the difference between the price actually paid for Services and the full commercial rate for such Services, regardless of whether we have or had the rights to distribute such Services in a commercial establishment.

F. Additional Tuners and Receivers. We may allow you to place additional receivers on your account in our sole discretion. Each additional receiver will be authorized to receive the same Services as your initial receiver. This option is only available if your initial DISH Network receiver and all additional receiver(s) are located at the same residence and are continuously connected to your same land-based telephone line. Unless otherwise specified in the customer agreement(s), if any, applicable to the promotion(s) pursuant to which you are receiving Services and/or Equipment, DISH Network will charge you a monthly additional outlet programming access fee ("Additional Outlet Programming Access Fee") for each tuner activated on your account beyond the first. If you desire to receive Services at two different residential locations, you must open a separate account for each location. You agree that you will not directly or indirectly use a single account for the purpose of authorizing Services for multiple DISH Network receivers that are not all located in the same residence and connected to your same land-based telephone line. If we later determine that you did, we may disconnect your Services and, in addition to all other applicable fees, you agree to pay us the difference between the amounts actually received by us and the full retail price for the Services authorized for each DISH Network receiver on your account.

G. Changes in Services Offered. We reserve the right to add, delete, rearrange and/or change any and all programming, programming packages and other Services that we offer, and our prices and fees related to such programming, programming packages and Services at any time, including without limitation during any term agreement period to which you have agreed under the terms and conditions of any other agreement with DISH Network. If a change affects you, we will provide you notice of such change and its effective date. In the event that we delete, rearrange or change any programming, programming packages or other Services, you understand and agree that we have no obligation to replace or supplement any programming, programming packages or other Services previously offered that have been deleted, rearranged or otherwise changed. You further understand and agree that you will not be entitled to any refund because of a deletion, rearrangement or change in the contents of any programming, programming packages, or other Services previously offered.

H. Multi-Month Subscriptions. For multi-month subscriptions, you may downgrade your Services only at your time of renewal. You may not downgrade your Services during the term of a multi-month subscription.

2. BILLING POLICIES AND PAYMENTS FOR SERVICES

A. You agree to pay all amounts billed for Services and to pay all taxes, fees and other charges, if any, which are now or may in the future be assessed in connection with any Services you receive from us. Unless you prepay for a multi-month subscription to Services, we will bill you each month, in advance, for most Services and in arrears for other Services such as pay-per-view ordered by you or anyone who uses your Equipment, whether with or without your permission, until you cancel your Services. Bills you receive will show the total amount due, the payment due date, payments, credits, purchases and certain other charges to your account.

B. You agree to pay us in full monthly by the payment due date indicated on your bill for your Services and for any other charges due and owing to us, including without limitation any fees named in this Section 2. If you do not pay your bill in full on or before its due date, you agree to pay an administrative fee for late payment ("Late Payment Fee") as described below. Other fees and charges may also be assessed, including without limitation a returned payment fee ("Returned Payment Fee") in the event such non-payment arises from non-sufficient funds. If you request a duplicate billing statement, you will be assessed an additional fee (also referred to as a "Transaction Fee"). You may submit your payment by mail, on our website, through our autopay program, by calling a DISH Network customer service representative or by any other means we may designate. If payment is made by calling a DISH Network customer service representative, a fee will be assessed ("Live Operator Payment Fee") as described below. If partial payments are made, they will be applied first to the oldest outstanding bill. We do not assume the risk of undelivered mail. If you send checks or money orders marked with a designation such as "payment in full," we can accept them without waiving any of our rights, including without limitation our rights to collect any other amounts owed by you, notwithstanding your characterization of such payment. DISH Network does not extend credit to our customers, and the Late Payment Fee is not interest, a credit service charge or a finance charge. You understand and agree that in the case of late payment or nonpayment for any Services ordered by you or for any of the charges stated below, we may report such late payment or nonpayment to credit reporting agencies. If you do not pay your bill in full by its due date, or if you at any time otherwise fail, neglect or refuse to make timely payment for your Services, we have the right to disconnect your Services at any time thereafter, in our sole discretion, and in such event we shall be wholly relieved from any and all of our duties and obligations under this Agreement. If your Services are disconnected for non-payment or for any other reason, DISH Network may require you to pay, and you agree to pay, all past due charges, a fee for reconnection ("Restart Fee"), a deposit equal to a minimum of two month's service charges and all outstanding balances accrued through the date of such disconnection, before we reconnect your Services. Unless required by applicable law, deposits will not be held segregated from other funds and shall not earn or accrue interest. Promotional pricing is valid only at time of installation. Additional charges may apply for you to upgrade your Services or Equipment after installation or for non-standard installations.

C. If you paid for an annual or other multi-month subscription to any Services and your account is past due for any amount owed to us, at our option we may suspend any or all Services until we receive payment in full of all past due amounts, and/or convert your annual or other multi-month subscription to a monthly subscription. If we convert your multi-month subscription to a monthly subscription, we will first apply the amount you paid for your multi-month subscription to any past due amounts and then any remaining amounts to any obligations you incur in the future.

D. If we use a collection agency or attorney to collect any money you owe us or to assert any other right which we may have against you, you agree to pay the reasonable costs of collection or other action. These costs might include, but are not limited to, the costs of a collection agency, reasonable attorney's fees and court costs. If there are billing errors or other requests for credit, you may contact our Customer Service Center by telephone or in writing. You must contact us within twenty (20) days after the date you receive the billing statement for which you are seeking corrections. Failure to timely notify us of a dispute shall constitute your acceptance of the corresponding bill. Undisputed portions of a billing statement must be paid before the next billing statement is issued or you agree to pay an administrative fee for late payment. All payments for Services must be made directly by you to us. For

example, DISH Network shall have no obligation to provide Services for which payment is made by you to a third party or payment is made by a third party on your behalf.

E. In addition to (and without limitation of) any amounts due for your Services and any other amounts due pursuant to any customer agreement(s) pursuant to which you are receiving Services and/or Equipment, you agree to pay the fees referenced below ("Fees") if and when applicable. DISH Network reserves the right to change these Fees, increase these Fees or add additional Fees at any time and from time to time, in our sole discretion upon notice to you.

Additional Outlet Programming Access Fee (monthly, per each tuner after first):	$4.99
DISH Network DVR Service Fee (monthly, per Digital Video Recording receiver):	$4.98
Equipment Rental Fee (monthly, per leased receiver)	$5.00
Late Payment Fee:	$5.00
Live Operator Payment Fee:	$5.00
Offset Fee:	$2.00
Overnight Delivery Fee:	$18.00
Pay-Per-View Automated Fee:	$1.00
Pay-Per-View Live Operator Fee:	$5.00
Restart Fee:	$25.00
Returned Payment Fee:	$10.00
Service Access Fee (monthly):	$5.00
Smart Card Replacement Fee:	$50.00
Transaction Fee:	$5.00

In the event billing is provided through a third-party billing agent, the above fees may differ.

F. Different or other payment and billing terms and conditions may apply when billing is provided through a third-party billing agent, including without limitation, a local telephone company. See Section 9.F below.

3. CANCELLATION OF SERVICE

A. Your Services will continue until cancelled or disconnected as provided herein. Unless previously disconnected, your subscription will be automatically renewed unless and until you contact us to cancel it as provided in the next paragraph.

B. You have the right to cancel your Services for any reason and at any time by notifying us via telephone, via e-mail or in writing, at the phone number, e-mail address or mailing address set forth in the first paragraph of this Agreement. Please be aware that certain promotions have an optional or mandatory term agreement period and if you cancel your Services prior to the expiration of that optional or mandatory term agreement period, certain early termination or cancellation fees may apply.

C. In addition to all other rights that DISH Network may have to disconnect your Services, DISH Network has the right to disconnect your Services at any time without providing notice to you if: (i) you fail to pay any bill in full when it is due; (ii) we receive confirmation that you have received Services, or any part of the Services, without paying for them; (iii) you otherwise violate the terms and conditions of this Agreement or any customer agreement(s) applicable to the promotion(s) pursuant to which you are receiving Services and/or Equipment; (iv) you transfer, encumber or relocate any leased Equipment (unless you relocate such equipment as part of a residential move into an area within which you can permissibly continue to receive such Services); (v) you assign or attempt to assign any of your rights, duties or obligations under the terms and conditions of this Agreement or any customer agreement(s) applicable to the promotion(s) pursuant to which you are receiving Services and/or Equipment; (vi) you are receiving Services through a third-party billing agent and become ineligible to receive applicable services provided by such third-party billing agent; or (vii) any act of bankruptcy on your part or the commencement of bankruptcy proceedings against you.

D. If your Services are canceled or disconnected for any reason, you are still responsible for the payment of all outstanding balances accrued, including without limitation any applicable Fees.

E. You understand that, except in certain limited circumstances, charges for Services, once charged to your account, are nonrefundable and no refunds or credits will be provided in connection with the cancellation of subscriptions to Services. If you received a discounted price in exchange for your agreement to pay for your Services on a multi-month basis, and you cancel your Services prior to the expiration of your multi-month subscription, you understand and agree that you are not entitled to any refund or credit for the unused portions of your multi-month subscription.

4. EQUIPMENT

A. In order to receive Services it will be necessary for you to purchase or lease certain reception equipment consisting primarily of a DISH Network compatible satellite receiver(s), satellite antenna(s), low noise block converter(s) with integrated feed(s) and remote control(s) (collectively, "Equipment"). Receiver(s) provided to you may also be equipped with a conditional access card ("Smart Card") inserted into a slot in such receiver. Not all receivers with a Smart Card slot require Smart Cards for proper authorization. Smart Cards remain the property of DISH Network at all times and any tampering or other unauthorized modification to any Smart Card is strictly prohibited and may result in, and subject you to, legal action. You agree to return Smart Cards to us upon our request.

B. Smart Cards are non-transferable. Your Smart Card will only work in the DISH Network receiver to which it was assigned by DISH Network. If you report to our Customer Service Center that your Smart Card was lost, damaged, defective or stolen, then we will replace it, as long as there is no evidence of unauthorized tampering or modification. A replacement fee will apply ("Smart Card Replacement Fee"). In addition, in order to minimize downtime for your Equipment, DISH Network will, upon your request, deliver a replacement Smart Card to you via overnight delivery in which event our overnight delivery fee ("Overnight Delivery Fee") will apply.

C. DISH Network reserves the rights to alter software, features and/or functionality in your DISH Network receivers, provide data and content to Personal Video Recorder/Digital Video Recorder ("PVR/DVR") products, store data and content on the hard drives of PVR/DVR products, and send electronic counter-measures to your DISH Network receivers, through periodic downloads. DISH Network will use commercially reasonable efforts to schedule these downloads to minimize interference with or interruption to your Services, but shall have no liability to you for any interruptions in Services arising out of or related to such downloads.

D. DISH Network's PVR/DVR Products allow you to record programming in digital format. Total recording time varies depending on your receiver and the nature of the programs being recorded. DISH Network does not guarantee access to or recording of any particular programming. Most programming is the copyrighted material of the third party that supplies it, is protected by copyright and other applicable laws, and may not be reproduced, published, broadcast, rewritten, or redistributed without the written permission of the third party that supplied it except as permitted by the "fair use" provisions of the U.S. copyright laws. DISH Network may, in its sole discretion, add, change or remove features of its PVR/DVR Products and, upon notice to you, introduce or change fees for the use of PVR/DVR Product features. DISH Network will notify you of any change that is within its reasonable control. Unless otherwise specified in the terms and conditions of the customer agreement(s) applicable to the promotion(s) pursuant to which you are receiving Services and/or Equipment, we will charge you a monthly DISH Network DVR service fee ("DISH Network DVR Service Fee") for each PVR/DVR receiver activated on your account.

E. DISH Network receivers contain components and software that are proprietary to DISH Network. You agree that you will not try to reverse-engineer, decompile or disassemble any software or hardware contained within any receiver or Smart Card. Such actions are strictly prohibited and may result in the termination of this Agreement, disconnection of your Services and/or legal action.

F. To optimize the operation of your Equipment, you must continuously connect each DISH Network receiver on your account to your same land-based telephone line. Failure to connect each receiver to your same land-based telephone line may result in interruption or disconnection of Services.

G. If your Equipment is stolen or otherwise removed from your premises without your authorization, you must notify our Customer Service Center by telephone or in writing immediately, but in any event not more than three (3) business days after such removal to avoid liability for payment for unauthorized use of your Equipment. You will not be liable for unauthorized use that occurs after we have received your notification.

H. You are licensed to use the software provided in your DISH Network receiver(s), as updated by DISH Network from time to time, solely in executable code form, solely in conjunction with lawful operation of the DISH Network receiver(s) that you purchased or leased, and solely for the purposes permitted under this Agreement. You may not copy, modify or transfer any software provided in your DISH Network receiver(s), or any copy thereof, in whole or in part. You may not reverse engineer, disassemble, decompile or translate such software, or otherwise attempt to derive its source code, except to the extent allowed under any applicable laws. Any attempt to transfer any of the rights, duties or obligations of this license agreement is null and void. You may not rent, lease, load, resell for profit or distribute any software provided in your DISH Network receiver(s), or any part thereof. Such software is licensed, not sold, to you for use only under the terms and conditions of this license agreement, and DISH Network and its suppliers reserve all rights not expressly granted to you. Except as stated above, this license agreement does not grant to you any intellectual property rights in the software provided in your DISH Network receiver(s). If you breach any term or condition of this license agreement, this license agreement will automatically terminate.

5. LEASED EQUIPMENT

A. DISH Network may, from time to time, lease certain Equipment to subscribers. If you elect to lease Equipment from DISH Network, the terms and conditions of the customer agreement(s) applicable to the lease promotion(s) pursuant to which you are leasing such Equipment shall apply, which are in addition to (and without limitation of) the terms and conditions of this Agreement. Unless otherwise specified in such customer agreement(s): (i) such Equipment, except for the satellite antenna, shall at all times remain the sole and exclusive property of DISH Network and we will have the right, in our sole discretion, to provide or replace leased Equipment with new or reconditioned Equipment and to remove, or require the return of, such Equipment upon cancellation or disconnection of your Services for any reason and (ii) we will charge you a monthly equipment rental fee (an "Equipment Rental Fee") for each leased receiver activated on your account. No leased Equipment provided to you by DISH Network shall be deemed fixtures or part of your realty. Our ownership of such Equipment may be displayed by notice contained on it. You shall have no right to pledge, sell, mortgage, otherwise encumber, give away, remove, relocate, alter or tamper with such Equipment (or any notice of our ownership thereon) at any time. Any reinstallation, return, or change in the location of such Equipment shall be performed by us at our service rates in effect at the time of such service. You shall not attach any electrical or other devices to, or otherwise alter, any such Equipment without our prior written consent. We reserve the right to make such filings as may be determined to be necessary by us in our sole discretion to evidence our ownership rights in such Equipment, and you agree to execute any and all documents as may be so determined to be necessary for us to make such filings. You are responsible for preventing the loss or destruction of leased Equipment and we recommend that such Equipment be covered by your homeowners, renters or other insurance policy.

B. Upon termination of your Services, you must notify our Customer Service Center or call the telephone number set forth in the customer agreement(s) applicable to the lease promotion(s) pursuant to which you are leasing the applicable Equipment to schedule the return of your leased Equipment. If such Equipment is not returned undamaged and in working order, normal wear and tear excepted, certain charges will apply as described in the customer agreement(s) applicable to the lease promotion(s) pursuant to which you are leasing such Equipment. You are responsible for, and agree to pay, any costs of repair, replacement or other costs if you do not return such Equipment undamaged and in working order, normal wear and tear excepted.

C. You shall notify us promptly of any defect in, damage to, or accident involving your leased Equipment. All maintenance and repair of such Equipment shall be performed by us or our designee(s). DISH Network may charge you for any repairs that are necessitated by any damage to, or misuse of, such Equipment.

6. TRANSFER OF ACCOUNT, SERVICES OR EQUIPMENT

DISH Network may sell, assign or transfer your account to a third party without notice to you. You may not assign or transfer your Services without our written consent, which will not be unreasonably withheld. We may, however, refuse to allow you to assign or transfer your Services if you lease your Equipment or if your account has an outstanding balance.

7. LIMITATION OF OUR LIABILITY

A. NEITHER WE NOR OUR THIRD PARTY BILLING AGENTS NOR ANY OF OUR OR THEIR AFFILIATES WILL BE LIABLE FOR ANY INTERRUPTIONS IN SERVICE OR FOR ANY DELAY OR FAILURE TO PERFORM, INCLUDING WITHOUT LIMITATION IF SUCH INTERRUPTION OR DELAY OR FAILURE TO PERFORM ARISES IN CONNECTION WITH THE TERMINATION OR SUSPENSION OF DISH NETWORK'S ACCESS TO ALL OR ANY PORTION OF SERVICES, THE RELOCATION OF ALL OR ANY PORTION OF THE SERVICES TO DIFFERENT SATELLITE(S), A CHANGE IN THE FEATURES AVAILABLE WITH YOUR EQUIPMENT, ANY SOFTWARE OR OTHER DOWNLOADS INITIATED BY US OR ANY ACTS OF GOD, FIRES, EARTHQUAKES, FLOODS, POWER OR TECHNICAL FAILURE, SATELLITE OR UPLINK FAILURE, ACTS OF ANY GOVERNMENTAL BODY OR ANY OTHER CAUSE BEYOND OUR CONTROL.

B. NEITHER WE NOR OUR THIRD PARTY BILLING AGENTS NOR ANY OF OUR OR THEIR AFFILIATES WILL BE LIABLE FOR ANY DAMAGE RESULTING FROM LOSS OF RECORDED MATERIAL OR THE PREVENTION OF RECORDING, INCLUDING WITHOUT LIMITATION ANY LOSS OF PREVENTION OF RECORDING DUE TO ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES OR EQUIPMENT.

C. EXCEPT AS EXPRESSLY PROVIDED TO THE CONTRARY BY APPLICABLE STATE LAW, NEITHER WE NOR OUR THIRD PARTY BILLING AGENTS NOR ANY OF OUR OR THEIR AFFILIATES MAKE ANY WARRANTY, EITHER EXPRESSED OR IMPLIED, REGARDING YOUR DISH NETWORK EQUIPMENT OR ANY OTHER EQUIPMENT OR ANY SERVICES FURNISHED TO YOU. ALL SUCH WARRANTIES, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED AND EXCLUDED.

D. IN NO EVENT SHALL WE, OUR THIRD PARTY BILLING AGENTS, OR ANY OF OUR OR THEIR AFFILIATES HAVE ANY LIABILITY FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR RELATING TO DISH NETWORK EQUIPMENT OR ANY OTHER EQUIPMENT OR RESULTING FROM OUR FURNISHING OR FAILURE TO FURNISH ANY SERVICES OR EQUIPMENT TO YOU, OR FROM ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES OR EQUIPMENT FURNISHED TO YOU.

E. IT IS YOUR RESPONSIBILITY TO IMPOSE VIEWING RESTRICTIONS ON YOURSELF, MEMBERS OF YOUR FAMILY AND HOUSEHOLD, AND GUESTS, AS YOU DEEM APPROPRIATE. WE, OUR THIRD PARTY BILLING AGENTS, AND OUR AND THEIR AFFILIATES SHALL HAVE NO LIABILITY TO ANYONE DUE TO, OR BASED UPON, THE CONTENT OF ANY OF THE SERVICES FURNISHED TO YOU.

8. WARNING AGAINST PIRACY AND INFRINGEMENT

A. It is a violation of various U.S. federal and state laws to receive any Services, or any portion of such Services, without paying for them. The penalties for violating such laws can include imprisonment and civil damage awards of up to $110,000 per violation.

B. Title 47, Section 605(e)4, United States Code (U.S.C.) makes it a federal crime to modify Equipment to receive encrypted (scrambled) television programming without payment of required subscriptions. Conviction can result in a fine of up to $500,000 and imprisonment for five years, or both. Any person who procures Equipment that has been so modified is an accessory to that offense and may be punishable in the same manner. Investigative authority for violations lies with the Federal Bureau of Investigation. Equipment may incorporate copyright protection technology that is protected by U.S. patents and other intellectual property rights. Use of such copyright protection technology must be authorized by Macrovision, and is intended for home and other limited pay-per-view uses only unless otherwise authorized by Macrovision. Reverse engineering or disassembly is prohibited.

9. GENERAL

A. Physical Address/Change of Address. When setting up your DISH Network account, you agree to provide us with the physical street address where your Equipment will be located and your Services will be provided. A post office box does not constitute a physical address and is not sufficient to meet this requirement. You agree to give us prompt notice of your change of name, mailing address, physical address where your Equipment is located, and telephone number. You may do this by notifying our Customer Service Center by telephone or in writing at the phone number or mailing or e-mail address set forth in the first paragraph of this Agreement.

B. Notice. Any notice required or permitted to be given by us under this Agreement may be provided via the mail, on your billing statement, as a bill insert, via broadcast on a television channel, through publication on the website set forth in the first paragraph of this Agreement, by telephone or by any other reasonable means. If we send you notice by mail, on your billing statement or as a bill insert, it will be considered given when deposited in the U.S. Mail, addressed to you at your then-current billing address in our records. If we send you notice via broadcast on a television channel or through publication on the website set forth in the first paragraph of this Agreement, it will be considered given when first broadcast or published. If we send you notice by telephone, it will be considered given when personally delivered to you or when left as a message at your then-current phone number in our records. Unless otherwise specified in this Agreement, any notice required or permitted to be given by you under this Agreement shall be in writing and shall be sent by first class mail addressed to us at the mailing address set forth in the first paragraph of this Agreement, and shall be deemed given when received by us at such mailing address.

C. Credit Checks. You authorize DISH Network to investigate your financial responsibility and creditworthiness, including without limitation acquiring credit reports and histories, and to report any payment defaults to credit reporting agencies. Under the Fair Credit Reporting Act, you have the right to notify DISH Network if you believe we have reported inaccurate information about your account to any consumer reporting agency. Please include the specific item of dispute and why you believe the information reported is in error in any such notice.

D. Personal Information. If you have an on-line account with us, you are fully responsible for maintaining the confidentiality of your password and account username and for all activities that occur under your password and/or account username. You agree to: (i) keep your account username and password confidential and not share them with anyone else, and (ii) immediately notify us of any unauthorized use of your password and/or account username or other breach of security.

E. Applicable Law. This Agreement, including without limitation all matters relating to its validity, construction, performance and enforcement, and any claim, complaint or dispute arising out of or related to this Agreement or Services, shall be governed by the laws and regulations of the State of Colorado without giving effect to its conflict of law provisions. These terms and conditions are subject to amendment, modification or termination if required by such laws or regulations. If any provision in this Agreement is declared to be illegal or in conflict with any law or regulation, that provision shall be modified to the minimum extent necessary to make such provision legal and no longer in conflict with such law or regulation, without affecting the validity of any other provisions.

F. Third-Party Billing Agents. We may enter into relationships with third parties to provide billing and other services on our behalf, in which case the terms and conditions of this Agreement shall apply to such third parties as applicable under the circumstances. Additional terms and conditions imposed by our third-party billing agents, including without limitation, local telephone companies, may apply. For example (and without limitation), late fees imposed by our third-party billing agents may be administered according to our third-party billing agent's billing procedures and applicable state tariffs and regulations; our third-party billing agents may require you to pay all past due charges for Services, a restart Fee, and/or a prepayment before we reconnect your Services; other services provided by our third-party billing agents, including without limitation, local telephone service, may need to be restored before DISH Network Services can be restored, and a restore fee and deposit may be required to restore third-party billing agent services. Partial payments on third-party billing agent bills may be applied to the balance due for other services billed on your third-party billing agent bill, including without limitation, local telephone service, according to the third-party billing agent's billing procedures and applicable state statutes and regulations. Contact your third-party billing agent for details. Failure to pay all or any part of your third-party billing agent bill may result in disconnection of Services.

G. Remedies Cumulative. It is agreed that the rights and remedies provided under the terms and conditions of this Agreement to DISH Network in case of default or breach by you of this Agreement are cumulative and without prejudice to any other rights and remedies that DISH Network may have by reason of such default or breach by you at law, in equity, under contract or otherwise (all of which are expressly reserved).

H. Other. No salesperson, installer, customer service representative, authorized retailer, or other similarly situated individual is authorized to change the terms and conditions of this Agreement. DISH Network may, however, change the terms and conditions of this Agreement at any time and from time to time in its sole discretion and will notify you if that occurs. The terms and conditions of this Agreement that either are expressly stated to survive or by their nature would logically be expected to survive its expiration or termination shall continue thereafter until fully performed. This Agreement is in addition to any other written agreement(s), if any, between you and DISH Network, including without limitation any installation agreement or customer agreement(s), if any, applicable to the promotion(s) pursuant to which you are receiving Services and/or Equipment, and except as provided to the contrary herein all such written agreements shall remain in full force and effect. Except as expressly set forth in this Agreement to the contrary, any and all prior DISH Network Residential Customer Agreements are hereby replaced and superseded in their entirety by this Agreement, and such prior DISH Network Residential Customer Agreements shall be of no further force or effect whatsoever. In the event of any conflict or inconsistency between the terms and conditions of this Agreement and any customer agreement(s) applicable to the promotion(s) pursuant to which you are receiving Services and/or Equipment, the terms and conditions of such customer agreement(s) shall be controlling. In the event of any ambiguity between the terms and conditions of this Agreement and any customer agreement(s) applicable to the promotion(s) pursuant to which you are receiving Services and/or Equipment, DISH Network shall have the sole and exclusive authority to interpret and/or make a final determination in its sole discretion concerning any issue arising from such ambiguity.

STAYING LEGAL

Title 47, Section 605(e)4, United States Code (U.S.C.) makes it a federal crime to modify this receiver to enable it to receive encrypted (scrambled) television programming without payment of required subscriptions. Conviction can result in a fine of up to $500,000 and imprisonment for five years, or both. Any owner of this receiver who procures or willfully causes its modification is an accessory to that offense and may be punishable in the same manner. Investigative authority for violations lies with the Federal Bureau of Investigation (FBI).

To the extent that this product incorporates Macrovision technology, this product incorporates copyright protection technology that is protected by U.S. patents and other intellectual property rights. Use of such copyright protection technology must be authorized by Macrovision, and is intended for home and other limited viewing uses only unless otherwise authorized by Macrovision. Reverse engineering or disassembly is prohibited.

U.S. Patent No’s 4631603, 4577216, 4819098 are licensed for limited Pay-Per-View only.

FCC COMPLIANCE

⚠ The following text is extracted from Federal Communications Commission (FCC) regulations, as of the publication date of this *Guide*. Contact the FCC (see following) or your library for the complete text of the regulations.

Telephone Communication

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back panel of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant, such as RJ-11. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact DISH Network at 1-800-333-DISH (3474). If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

There are no user serviceable parts inside.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Compliance Information Statement

EchoStar Technologies Corporation, 94 Inverness Terrace East, Englewood CO., (303) 706-4000, declares that: This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Connecting to an Over-the-Air Antenna

In order to receive local broadcast channels, you may wish to install an over-the-air antenna into your TV distribution equipment. There are many devices that allow you to connect your antenna to your in-home distribution system such as splitters and amplifiers. You must be careful to meet certain FCC regulations with respect to the isolation between the antenna port and the network port of your system. It is recommended that you purchase a splitter or amplifier with the correctly specified isolation from your local satellite television retailer.

Index

A

Account
- Adding Channels 44
- Additional Services 7
- Information 4
- Pay Bill 44
- Review Statement 44

All Episodes 52
Alternate Language 80
Attention Message 101
Audio/Video Output 89

B

Batteries 13
Broadband Internet
- Connection 93
- Why to Connect 8

Browse 17, 24
- Favorites Lists 32

Browse Banner
- Troubleshooting 105

Buttons
- Front Panel 12
- Remote Control 14, 15, 16

C

Caller ID 77
- History 78
- Screens 77
- Setting Up 77
- Troubleshooting 109

Canceling a Procedure 18
Changing Channels 22
- Troubleshooting 103

Changing Languages 80
- Troubleshooting 109

Channel Display 79
Channel Display Preferences 79
Channel Lists 22
- Channel Display 79
- Display 79
- Favorites 32

Channel Order 78
Channels
- Descriptive Audio 80
- DishHD 80
- Hiding Adult Channels 38
- Hiding Locked Channels 38
- Local Channels 80
- Local Sat Channels 80
- Locks 37

Check Switch 98
Closed Captions 81
Connecting to the TV 86
- HD Display Settings 88
- HDMI Connection 86
- Standard-Definition Connection 89
- YPbPr Connection 87

Connections 12, 85
Customer Service 44

D

Daily Schedule 54
- Timers 53, 59

Delete Recorded Programs 49
Device Codes 112
Diagnostics 97
Discrete Power On and Off 74
Dish Antenna 90
DISH On Demand 7, 28
- Locks 38
- Ordering 28
- Reviewing Orders 29

DishHOME 7, 44
DishPASS 52, 58
Dolby Surround Sound Settings 82
DVD Codes 113
DVR 46

E

Entering Text 18, 19
ERD Setup 49
Error Message 101

F

Factory Defaults 83
Fast Forwarding 47
Favorites Lists 32
- Changing 32
- Creating 32
- Naming 33
- Troubleshooting 107
- Using 33

FCC Compliance 124
Finding Programs 22
- Browse 17, 24
- Keywords 25
- Program Guide 17
- Search 25
- Themes 17, 25

Frame-By-Frame 47

G

Games 44
Group 49
Guide 17, 22
- Changing Channels Listed 32
- Changing Favorites Lists 33
- Using Favorites Lists 33

Guide Display Preference 79

H

HDMI Connection 86
HDTV Setup 88
History
- Caller ID 78
- Purchase 29
- Search 26
- Timers and Recordings 54

I

Inactivity Standby 84
Installation
- Broadband Internet Connection 93
- Channel Scan for Over-the-Air Channels 94
- Connecting to TV 86
- Dish Antenna 90
- HD Display Settings 88
- HDMI Connection 86
- Over-the-Air Antenna 93
- Peaking Over-the-Air Antenna 95
- Phone Line 91
- Phone System Setup 92
- Safety Instructions vi
- Standard Definition Connection 89
- YPbPr Connection 87

Interactive TV 44

K

Keyboard 19
Keywords 25

L

Languages 80
Limited Mode 66
Limited Warranty 116
Locks 36
- Change Password 40
- Changing 36
- Channels 37
- Create Password 40
- Creating 36
- DISH On Demand 38
- Favorites Lists 34
- Front Panel Buttons 39
- Hiding Adult Channels 38
- Hiding Locked Channels 38
- Locking Receiver 36, 41
- Pay-Per-View 38
- Timers 56
- Troubleshooting 111

M

Menus 17

Index

Canceling a Procedure 18
Choices 18
Closing 17
On-screen Keyboard 19
Opening 17
Text Fields 18
Troubleshooting 111
Missed Recordings 55
Missing Channels 34
Multimedia 76
My Recordings List 48
Group 49
Sort 49

N

New Episodes 52

O

On-screen Keyboard 19
On-screen Logo 8
On-screen Menus 17
Ordering Channels 44
Over-the-Air Antenna 93
Broadcasts 95
Channel Scan 94
Peaking 95

P

Parental Controls 36
Change Password 40
Changing 36
Channels 37
Create Password 40
Creating 36
Front Panel Buttons 39
Hiding Adult Channels 38
Hiding Locked Channels 38
Locking Receiver 36, 41
Password 40
Pausing a Program 46
Pausing Live TV 6
Pay-Per-View 7, 28
Locks 38
Ordering 28
Reviewing Orders 29
Timers 56
Troubleshooting 111
Phone Line 91
Troubleshooting 109
Why to Connect 8
Phone System Setup 92
Playing a Recorded Program 48
Point Dish 98
Preferences
Channel Display 79
Channel Order 78
Closed Captioning 81
Inactivity Standby 84
Updates 83
Program Guide 17, 22
Changing Channels Listed 32
Changing Favorites Lists 33
Channel Display 79
Channel Order 78
Color 32
Display 79
Favorites Lists 32
Troubleshooting 105
Using Favorites Lists 33
Programming
Ordering 4, 44
Upgrading 4, 44
Programs
Descriptive Audio 80
DISH On Demand 7, 28
Fast Forwarding 47
Finding a Program 5
Frame-By-Frame 47
Hiding Adult Channels 38
Hiding Locked Channels 38
Locking 36
Ordering DISH On Demand 28
Ordering Pay-Per-View 28
Pausing 46
Pay-Per-View 7, 28
Playing Recorded Programs 48
Recording 48, 52
Reviewing Orders 29
Search 25
Slow Motion 47
Timer Considerations 56

R

Reception
Over-the-Air Antenna 95
Rain and Snow 7
Satellite TV 7
Solar Interference 8
Record Link 49, 52
Recorded Events
Delete 49
Fast Forwarding 47
Frame-By-Frame 47
Grouping 49
Playing 48
Reversing 47
Rewinding 47
Skipping 47
Slow Motion 47
Sorting 49
Recording 52
All Episodes 52
Automatic Timer 56
Considerations 56
Daily Schedule 54
Deleting Timers 59
DishPASS 52, 58
Manual Timer 57
New Episodes 52
Playing Back a Program 6
Programs 48
Receiver is Off 55
Skipped Timers 55
Timer Frequency 52
Timer Options 53
Timer Priorities 52
Timer Types 52
Timers List 53
Troubleshooting 60
Recover Button 73
Remote Control 13
A/B Switch 64
Address 62
Adjusting Antenna 64
Antenna 13
Attenuator 65
AUX Mode 66
Batteries 13
Buttons 14, 15, 16, 46, 47
Changing Address 62
Changing Tuner/Amplifier Volume 71
Changing TV Volume 71, 72
Changing UHF Frequency 64
Checking Device Codes 69
Combination Devices 66
Confirm Operation 63
Device Code Scan 68
Device Codes 67, 112
Discrete Power On and Off 74
Entering Text 19
Improving Operation 62, 64
Limited Mode 66
Low Battery Warning 13
Modes 66
Number Pad 19
Operating a Second Satellite Receiver 72
Operating Other Devices 66, 67, 68
Operating Receiver 62
Programming Universal Remote 63, 74
Recover Button 73
SAT Mode 14, 66
Switching to IR 63
Troubleshooting 64, 65
TV Mode 15, 66

VCR Mode 16, 66
Resetting Factory Defaults 83
Resetting Your Receiver 97
Residential Customer Agreement 118

S

Satellite Receiver
Back Panel 12
Buttons 12
Connections 12
Front Panel 12
Front Panel Lock 39
Multimedia 76
Overview 12
Remote Antenna Port 13
Updates 83
USB Port 76
Satellite TV Reception 7
Rain and Snow 7
Solar Interference 8
Screensaver 8
Search
DishPASS 52, 58
History 26
Keywords 25
Searching for Programs 25
Skipping 47
Slow Motion 47
Sort 49
Standard-Definition Connection 89
Staying Legal 123
Surround Sound Settings 82
S-Video Out 89

T

Text Fields 18
Themes 17
Themes and Search 25
Timers 52
All Episodes 52
Automatic Timer 56
Considerations 56
Create a Manual Timer 53
Daily Schedule 54, 59
Deleting 59
DishPASS 52, 58
Manual Timer 57
New Episode 52
Priorities 52, 54
Receiver is Off 55
Record Link 49
Reminder 55
Restore 54
Skip 54
Skipped Timers 55
Starts Recording 55
Timer Frequency 52
Timer Options 53
Timer Types 52
Timers List 53
Troubleshooting 60, 107
Troubleshooting 100
Caller ID 109
Changing Channels 103
Changing Languages 109
Diagnostics 97
Error Message 101
Favorites Lists 107
Hearing a Program 109
If You Need Assistance 116
Locks 111
Menus 111
Missing Channels 34
No Picture on the TV 87
Pay-Per-View 111
Phone Line 109
Program Guide and Browse Banner 105
Recover Button 73
Remote Control 64, 65
Resetting Your Receiver 97
Snowy, Blue, or Black Screen 73
Timers 55, 60, 107
Tools 97
Watching a Program 105
Tuner/Amplifier Codes 113
TV Codes 112
TV Set Out 89

U

Universal Remote Control
Programming 63, 74
Updates 83
User's Guide
Conventions 3
How to Use 2

V

VCR Codes 113
Video on Demand 28

W

Watching TV 5, 22

Y

YPbPr Connection 87

Warning and Attention Symbols

You must be aware of safety when you install and use this system. This *User Guide* provides various procedures. If you do some of these procedures carelessly, you could injure or kill yourself or damage equipment or property. Some other procedures require special attention.

The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated “dangerous voltage” within the product’s enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.

The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

For Your Safety

Do not try to open the case of the receiver. There is risk of electrical shock, which may cause damage to the receiver and/or personal injury or death to you. There are no user-serviceable parts inside the receiver. Opening the receiver case or making unauthorized changes will void the warranty.

To reduce the risk of fire or electric shock, do not expose this appliance to rain or moisture.

Important Software Notice

As with all software controlled products, unexpected behavior could arise if the user tries to perform operations in a non-routine manner. This product, like almost any other high tech product, is subject to bugs and hence EchoStar CANNOT AND DOES NOT GUARANTEE OR WARRANT THAT ALL FEATURES, SUCH AS PARENTAL CONTROL, WILL WORK AS INTENDED UNDER ALL CIRCUMSTANCES. EchoStar endeavors to improve such conditions and will periodically download improvements.

In compliance with the terms of the GNU Public License (GPL), EchoStar is making some source code available to the public to download from www.echostar.com.

Equipment and Software Covered by this User’s Guide

This *User Guide* covers the ViP612™ DVR receiver, and software models ViP612. This *Guide* may cover other devices, not listed here.

Copyright Notice

Copyright © 2007 EchoStar Technologies Corporation, Englewood, Colorado 80112. All rights reserved.

The information in this *User Guide* may change without notice. We may issue revisions to tell you about such changes.

Please send comments or questions about this *User Guide* to: *Technical Publications, EchoStar Technologies Corporation, 94 Inverness Terrace East, Englewood, Colorado 80112*.

Part Number: 152029

Printed in the United States of America.

DISH Network is a registered trademark of EchoStar Satellite L.L.C. For information about DISH Network, please visit our website at *www.dishnetwork.com*.

We acknowledge all product names, trade names, or corporate names we mention in this *User Guide* to be the proprietary property of the registered owners.

Manufactured under license from Dolby Laboratories. “Dolby” and the double-D symbol are trademarks of Dolby Laboratories.

HDMI, the HDMI logo and High-Definition Multimedia Interface are trademarks or registered trademarks of HDMI Licensing LLC.

Receiver Information

Write the following information in the spaces provided below. You may need to provide this information if you call the Service Center. To get the Conditional Access Numbers, display the **Important System Information** menu (see *Ordering Your Program Packages*).

Purchase Location Name:	
Purchase Location Telephone Number:	
Receiver Serial Number:	
Receiver Conditional Access Number	
Smart Card Conditional Access Number:	

Remote Control Settings

	Remote Control
Remote Control Address (SAT Mode)	
TV Code (TV Mode)	
VCR Code (VCR Mode)	
Auxiliary Code (AUX Mode)	

TV Input/Channel Settings

	TV
TV Input/Channel	